



Position Description

Position Title:	Director of Housing	Department:	Housing, Federal Programs
Reports to:	Deputy Executive Director	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	May 2019
Representation Status:	Unrepresented	Date Revised:	April 4, 2023

Summary

The primary purpose of this position is to plan, lead, manage, and oversee the activities and operations within the areas of the Housing Voucher Program. This includes providing highly responsible and complex management support to the Deputy Executive Director in executing the long-term vision for the Agency. The incumbent will provide leadership to enable division heads within the department to effectively and efficiently maximize available resources, ensure quality services to stakeholders, and clients, coordinates assigned activities with government officials, outside agencies, and the public as well as foster cooperative working relationships among Agency departments and with intergovernmental agencies and various public and private groups.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority’s (“SCCHA”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Plans, organizes, leads, and directs the operations of the Housing Department (HCV) and all of its programs, activities, and services; establishes, communicates, monitors and evaluates department goals and initiatives; creates, implements, and maintains monitoring and reporting systems to ensure quality and timeliness of department and program work.
- Participates on the Executive Management team on the implementation of the strategic vision including fostering and cultivating stakeholder relationships on city, state, and national levels, as well as assisting in identifying new funding opportunities and drafting of prospective programmatic budgets and determining cost effectiveness of prospective service delivery.
- Manages the development and implementation of the Housing Department’s strategic plan and implements goals, objectives, policies, priorities and staffing needs for each division; ensures responsive, efficient and timely implementation and appropriate follow-up on Agency strategic priorities including but not limited to the efficiency and effectiveness of housing voucher operations and other rental assistance programs.
- Implements directives and policies from the Board, the Deputy Executive Director and Executive Director; provides guidance and direction to division heads to coordinate and direct programs and projects; meets with division heads to identify and resolve organizational and operational problems; ensures the successful operation of programs and projects.
- Develops and implements policies and procedures to meet legal requirements and Agency needs; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement and develops recommendations and programs to meet identified needs; directs the implementation of change and provides training.

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- Strives to provide excellent client services and support; ensures that staff maintain affirming, effective communication with participant families, owners/agents, housing advocates, service providers and the general public.
- Monitors and analyzes Housing Assistance Payment, voucher issuance and utilization, and participant attrition to ensure steady, authorized utilization of Housing Choice Vouchers.
- Develops and maintains quality assurance measures to safeguard program and financial compliance and ensure housing programs are in compliance with HUD regulations, policies and guidelines.
- Supervises the owner services function including rent reasonableness determination, Housing Assistance Payment contracting, education and outreach to prospective owners, and monitoring of inspections contract.
- Ensures HUD performance standards and other reporting requirements are maintained at a high-performance level and/or improved if required; ensures accuracy and efficiency of all HCV utilization activities to include a written quality control process; conducts reviews and audits to assure policies, procedures and regulations are adhered to; leads and coordinates various external and internal audit processes.
- Utilizes available data for the purpose of evaluating, organizing, and developing new or expanded programs, and for evaluating and coordinating existing programs; advises the Deputy Executive Director regarding policy issues, programs, and projects to meet community and client needs.
- Coordinates the development and administration of the department's budget; assists with budget forecasting; reviews and controls programs and projects to ensure cost effectiveness; monitors compliance with budget parameters and general financial policies.
- Oversee work performed by department staff and ensures that goals are achieved; delegates assignments and instructions to division managers; creates and executes plans for effective utilization of available funds, personnel, equipment, materials and supplies.
- Leads internal efforts relative to the implementation and evaluation of Moving-to-Work (MTW) activities and plans; submits recommendation on new activities or improvement of existing activities.
- Provides direction on labor management and relations issues.
- Represents the Agency in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Conducts a variety of Agency-wide organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates on and makes presentations to the Housing Agency, Housing Authority Board, and a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing development and affordable housing programs, operations, and other types of public services as they relate to the area of assignment.
- Monitors, interprets, applies, evaluates and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position
- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.

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- Participates in the selection, trains, motivates, and evaluates assigned staff; provides or coordinates staff training; works with staff to correct deficiencies; plans and directs department's work plan; meet with staff to identify and resolve problems; assigns projects and programmatic areas of responsibilities; reviews and evaluates work methods and procedures.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Conducts research projects, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Education and/or Experience

Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

A master's degree from an accredited college or university with major coursework in business or public administration, finance, planning, social work, or a related field and ten (10) years of progressively responsible executive or management experience in program planning, development, and implementation in areas related to assigned Agency responsibilities or in management of a moderate sized public organization or major functional/operational unit, including seven (7) years in a supervisory capacity.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

Core Competencies

This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:

Advancing Inclusivity and Leveraging Diversity: Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

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Customer/Client Service: Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

Job Knowledge and Skill: Exhibits requisite knowledge, skills, and abilities to perform the position effectively including oversees, directs, and participates in all activities of the Housing Department's programs and services, including short- and long-term planning, policy and program development and administration, program compliance, training and outreach, and implementing all Agency housing assistance programs. The incumbent regularly interacts with the Deputy Executive Director, the Agency Board, and division heads in managing and coordinating projects and programs. Successful performance of the work requires knowledge of housing programs and Agency functions, including the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities among all Agency departments and managing and overseeing the complex and varied programs, projects, and activities of the assigned function. The incumbent is accountable for accomplishing Agency-wide planning and operational goals and objectives within general policy guidelines.

Judgement & Decision Making: Exhibits sound reasoning and critical thinking skills by making decisions in line with established Agency expectations. Make decisions in compliance with the law and Agency policies and subordinate personal interests and views while representing the Agency acting in an official capacity.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Strategic Capability and Leadership: Serves as a role model to others by keeping the agency's mission, vision and values at the forefront of decision making and action; applies administrative and leadership principles and practices to work, including strategic goal setting and program and policy development, implementation, and evaluation; supports a culture of professional employee development through mentoring and coaching; provides direction by effectively supporting and/or setting course of action for department, direct reports, and team members.

Supervising and Managing Team Success: Operates effectively within the agency and monitors, supervises and manages, people, resources and risk. Has knowledge of and ability to apply principles and practices of workforce management and employee supervision in the analysis and evaluation of projects, programs, policies, procedures, and operational needs; monitors people and program performance by providing regular feedback and reinforcement to direct reports and team members.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive



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Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]