



**Position Description**

<b>Position Title:</b>	Assistant Director of Supportive Housing	<b>Department:</b>	Housing, Federal Program
<b>Reports to:</b>	Deputy Executive Director	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	7/21/2023
<b>Representation Status:</b>	Unrepresented	<b>Date Revised:</b>	

**Summary**

The primary purpose of this position is to provide strategic direction, operational oversight, and programmatic support to ensure the effective delivery of services to individuals experiencing homelessness. This role requires a deep understanding of homelessness, housing support services, and community engagement, as well as strong management and interpersonal skills. This position will provide oversight, management, direction, and facilitation of housing and programmatic services delivered to homeless and low-income individuals and families. The Assistant Director of Supportive Housing will participate in the development of homeless housing, demonstrating their contribution to expanding housing options for individuals experiencing homelessness, and oversee the operations of the Agency’s supportive housing portfolio (including permanent supportive housing, interim housing and shelters) in collaboration with the property management and operations staff. The Assistant Director is also responsible for working collaboratively with partners and stakeholders to develop and coordinate homeless services across Santa Clara County and on behalf of the Santa Clara County Housing Authority.

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, directs and oversees SCCHA’s portfolio of supportive and interim residential properties including physical, financial, and compliance performance of stabilized assets, asset planning, property management and financing strategies, financial performance review and analysis, and the capital needs assessment program to ensure SCCHA’s properties are fiscally sound and viable investments, are physically maintained, responsive to the needs of residents, and are in compliance with all regulatory requirements.
- Participates in the strategic planning and development of homeless housing initiatives, working closely with senior leadership and relevant stakeholders. Conducts research and stays informed about innovative housing models, funding opportunities, and best practices in homeless housing development.
- Provides oversight and direction to property management companies managing permanent and/or interim supportive housing properties to ensure compliance with partnership agreements, performance metrics, financing covenants, and other legal and operational requirements related to the portfolios.
- Conduct periodic site visits to observe property operations. Provide input and participate in implementing any safety related policies or procedures relevant to the supportive housing portfolio. Develops and maintains strong relationships with the property owner, tenants, vendors, and contractors and effectively mentors and manages the team to reach overall organizational goals; set performance benchmarks that help ensure SCCHA’s mission and compliance obligations.
- Provides oversight and direction to onsite supportive service providers responsible for service provision and coordination at the Agency’s properties to support residents with service needs and

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to ensure compliance with operational requirements. Manages and monitors coordination between property management companies and onsite supportive service providers. Oversees and establishes service contracts in accordance with insurance, grant, and asset management requirements for property services.

- Works collaboratively to create strategies for enhancing resident participation in programs and services, tracking resident outcomes, and related reporting. Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods. Develops and maintains uniform policies and procedures for both property operations and services provision and that incorporates the relevant policies/procedures and ensures compliance with HUD rules and ordinances.
- Collaborates with the Real Estate Development Department and interacts with architects, contractors, and other professionals to design and implement safe and supportive housing facilities for individuals experiencing homelessness. Provides expertise and guidance in the identification and acquisition of suitable properties for homeless housing projects.
- Works with other government agencies, community partners, and funders to secure financial resources for housing development, including grants, loans, and subsidies. Works with the Real Estate Development Department to ensure compliance with local zoning regulations, building codes, and other legal requirements throughout the housing development process.
- Supports the Real Estate Development Team and helps monitor the progress of supportive and interim housing development projects, using specialized experience to help address any challenges or issues that may arise. Coordinates with program staff to ensure a smooth transition and seamless integration of individuals from shelters to permanent housing.
- Develops and maintains relationships with community organizations, government agencies, and stakeholders involved in homeless services. Collaborates with developers, non-profit organizations, and social service agencies to secure housing resources for homeless individuals. Represents the Agency in community forums, task forces, and coalitions related to homelessness and housing support. Identifies and pursues funding opportunities, grants, and partnerships to enhance and expand supportive housing programs.
- Participates in resolution and problem solving for resident and staff issues. Works closely with property management, service providers and/or legal counsel and any relevant parties to resolve any issues related to the supportive housing properties.
- Participates in the annual preparation of budgets for the supportive housing properties along with the property management company. Review financials, budget variance reports and availability reports monthly to monitor financial stability of properties. Work collaboratively with Asset Management department to facilitate oversight of the financial and physical performance of each property. Directs the forecast of additional funds needed for staffing, equipment, materials, and supplies.
- Selects, trains, motivates, and directs personnel currently assigned to the department or future department. Evaluates and reviews work for acceptability and conformance with division standards, including program and project priorities. Works with employees on performance issues. Implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing strategies, policies and procedures to meet legal requirements and SCCHA's needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement; directs the implementation of change.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods,

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procedures, and techniques. Monitors program outcomes, collect data, and analyze trends to evaluate program effectiveness and identify areas for improvement.

- Coordinates industry-appropriate training opportunities for both property management and supportive services staff and emphasize the importance of cross-training for effective blended management. Schedules cross-department meetings, trainings and functions to support and promote team building among the staff across all supportive housing properties.
- Effectively represents the Department and SCCHA in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the assigned division; establishes, within Agency policy, appropriate budget, service, and staffing levels.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- 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.
- Conducts business in accordance with Fair Housing, Americans with Disabilities Act, and other regulatory guidelines and works with legal counsel to ensure compliance with fair housing laws, disability laws and state and local ordinances.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.

## QUALIFICATIONS

### Education and/or Experience

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

A bachelor's degree from an accredited four-year college or university with major coursework in social or behavioral sciences, affordable housing, real estate finance, public or business administration or related field; and five (5) years of increasingly responsible management experience in government, affordable housing programs, property management, social service administration or related field with three (3) years in a supervisory capacity. Master's degree desirable.

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.

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### 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.

*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 managing a large real estate portfolio, knowledge of homelessness issues, housing support services, and best practices in homeless programs, knowledge of local, state, and federal regulations related to homeless services and housing programs and policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned position. Uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports on various topics using a broad range of methods, techniques, and procedures.

*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.



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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 and effective working relationships with those contacted in the course of work.

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**

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**Employee Signature**

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**Date**

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**Employee Name [printed]**