



Position Description

Position Title:	Housing Programs Manager	Department:	Housing, Federal Programs
Reports to:	Assistant Director of Housing	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	July 2017
Representation Status:	Unrepresented	Date Revised:	August 31, 2023

Summary

The primary purpose of this position is to administer, manage, organize, and monitor housing programs within the Housing Department of the Santa Clara County Housing Authority (Agency). The incumbent is responsible for developing and implementing strategic plans and overall business objectives for the assigned program, manage the effective use of program and project resources to improve organizational productivity and customer service, provides complex and responsible support to the Assistant Director of Housing.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority's 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.

- Manages, plans, directs and coordinates, through subordinate supervisors, the Department's work plan, assigns projects and programmatic areas of responsibilities, reviews, evaluates and assesses workload, work methods and procedures, and administrative support systems; meets with staff and management to identify opportunities for improvement, resolves problems and directs and implements changes.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the Assistant Director of Housing
- Oversees customer service delivery to the general public, participants, landlords and applicants.
- Assists in managing and participates in the development and administration of the assigned division's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement and reviews with the Assistant Director of Housing; directs the implementation of improvements.
- Ensures compliance which includes quality assurance, auditing, file review, efficiency/service delivery, software administration and ad-hoc reporting.
- Oversees the formulation of lease-up projections, the development of compliance procedures and quality control initiatives, the planning and execution of audits and file reviews, the implementation of corrective actions for program errors and the clean-up of compliance-related data.



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- Manages, plans, directs and coordinates agency activities and processes related to the Voucher Management System (VMS), Enterprise Income Verification (EIV), Public and Indian Housing Information Center (PIC) databases, and serves as the Agency lead with HUD/OIG and other auditors.
- Negotiates program contracts and agreements; coordinates with operations staff to determine needs and requirements for contractual services.
- Oversees, develops, and monitors the Housing Department's training courses/series and identifies the Agency's housing programs related trainings and development needs through ongoing job assessment and analysis; oversees the Agency's public outreach efforts; educates clients and community stakeholders through a variety of workshops, training sessions, and presentation.
- Assists in the bid invitation and solicitation process; participates on review panels; ensures legal and contractual provisions are included to protect the Agency's interests; ensures contractor compliance with contractual provisions.
- Serves as a liaison for the department with other Agency departments, divisions, and outside agencies; attends meetings in various locations; provides staff support to the Agency, committees, and task forces; participates in community events and workshops that provide public information regarding departmental programs, projects, and services.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing programs and workforce development.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Monitors, interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- 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.
- 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.

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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, business, public administration, or a closely related field and five (5) years of progressively responsible experience the administration of housing programs or other social service programs in a government or non-profit agency, and three (3) of which were in a supervisory capacity.

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 the administration of a broad range of federal programs related to housing including principles and practices of housing and property management, program development, implementation, public agency budgetary, and contract administration to advise others on general operations of SCCHA, Federal and State programs, and policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned position.

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.



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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 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

Employee Signature

Date

Employee Name [printed]