



**Position Description**

<b>Position Title:</b>	Housing Policy Manager	<b>Department:</b>	Housing, Innovation and Impact
<b>Reports to:</b>	Assistant Director of Innovation and Impact	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	9/2018
<b>Representation Status:</b>	Unrepresented	<b>Date Revised:</b>	4/24/2024

**Summary**

The primary purpose of this position is to direct staff and administer, manage, organize, and monitor the formulation of the Santa Clara County Housing Authority’s (Agency) policies, Moving to Work (MTW) Plan and Report for the administration of the Section 8 Housing Choice Voucher Program and affordable housing programs. This includes monitoring and analyzing policies at the local, state, and federal level that impact the Agency, its activities and the families served. The incumbent will manage the Agency’s response to such policies and work collaboratively with department leaders to ensure the effective use of the MTW program and project resources to improve organizational productivity, innovation, and customer service and provide complex, responsible support to the Assistant Director of Innovation and Impact.

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.*

- Manage, plan, direct and coordinate staff and the department 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 services, and staffing levels; recommends and administers policies and procedures.
- Monitors changes in laws, regulations, and technology that may impact Agency or division/team operations; assists in implementing policy and procedural changes as required.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns.
- Researches and analyzes new local, state, and federal housing-related regulations; works with staff in the development and implementation of proposed Agency policies and procedures; leads the development of Agency Plans such as but not limited to the Administrative Plan and MTW Plan and Report; recommends and initiates changes needed in Agency’s policies, procedures or work plans, and implements changes in existing federal and state programs, when applicable.
- Prepares and makes presentations to the Executive Management team and the Board of Commissioners, or other governing boards as directed.
- Leads the administration of Project Based Voucher (PBV) awards and provides oversight and management in related activities.
- May serve or manage others serving as a liaison to employees, the public, private organizations, government agencies, community groups, and other organizations; provides management and

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oversight of assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and implements corrective actions.

- Develops Agency policies for responding to and addressing issues which arise related to governmental and interagency relations and legislative issues.
- Analyzes legislation and initiatives for potential impact on services and operations; coordinates Agency response to, or implementation of, legislation of ballot initiatives passed by voters.
- Leads and coordinates the agency's response to comment periods in the rulemaking process.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing programs and workforce development.
- Interprets, applies, 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 in alignment with the Moving to Work (MTW) Plan and Section 8 Housing Choice Voucher Program.
- 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.

## 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 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.

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 research and analysis of complex housing policy issues, writing program-related policies and procedures, compiling and analyzing complex data sets, drafting reports clearly explaining policy-driven issues and making recommendations regarding how to address those issues, ability to develop housing assistance programs and advise on local, State and Federal 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]**