

Position Description

Position Title:	Senior Housing Policy Analyst	Department:	Housing, Innovation and Impact
Reports to:	Housing Policy Manager	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	10/2018
Representation Status:	Unrepresented	Date Revised:	4/24/2024

Summary

The primary purpose of this position is to provide complex administrative and analytical support to assigned Santa Clara County Housing Authority programs, serves as an expert on specific assigned housing programs and program funds, analyze programmatic practices and procedures. This includes analysis of policies at the local, state, and federal level that impact the Agency, its activities and the families served. The incumbent will develop and implement recommendations for operational, policy, and procedural improvements, conduct needs analyses, feasibility studies, research, and evaluations for assigned programs, fosters cooperative working relationships among Agency departments and acts as a liaison with various community, public, and regulatory agencies.

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.

- Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems for the programs to which assigned; may exercise functional and technical supervision over assigned programs.
- Coordinates, oversees, and performs and/or collaborates with various department leaders in the more complex professional-level administrative and programmatic work for various housing programs in such areas as program fund development, grants administration, contract administration, partnership building, management analysis, public information, procedural development and program evaluation and reporting.
- Plans, designs, develops, organizes, oversees, evaluates, and administers highly complex housing programs, policies, and projects; directs and/or collaborates all aspects of assigned programs, including legal and regulatory compliance; develops, receives, reviews, and processes program applications, contracts, environmental reviews, and agreements; participates on various committees and presents recommendations to the Agency Board.
- Serves as a liaison to employees, the public, private organizations, government agencies, community groups, and other organizations; provides information and assistance regarding assigned programs, policies, and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and implements corrective actions.
- Develops, oversees, and implements new or revised programs, systems, and collaborates with department leaders on procedures, and methods of operation; compiles and analyzes data and makes recommendations; analyzes and interprets new or proposed local, State, and Federal legislation, regulations, and policies; drafts new legislations, ordinances, or policy initiatives as directed.
- Leads in the policy research and design of innovations that impact Agency activities and families served and ensures a smooth transition to designated department for implementation.

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- Oversees and conducts a variety of complex analytical and operational studies regarding departmental and programmatic activities, including complex financial, budget, regulatory, operational, or administrative issues or questions; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
- Participates and assists in the development of procedures, forms, letters, training materials as needed.
- Develops and administers program budgets, including revenue projections, multi-year cash flow analysis, cost containment, and grant funds disbursement; monitors revenues and expenditures; identifies and recommends resolutions for budgetary issues.
- Develops and assists the Procurement team with requests for proposals for professional services and bid processes; assists in the development of general evaluation criteria, evaluates proposals, and recommends project award; assists with the preparation and negotiation of contracts and agreements and administers same post award, when applicable.
- Prepares program applications to secure Federal, State, and local funding commitments; assists in the reporting of alternate funding sources and ensures compliance with Federal, State, local, funding agency, and Agency accounting and reporting requirements and applicable laws, regulations.
- Develops consultant requests for proposals for professional services; administers contracts after award; ensures contractor compliance with Agency standards and specifications and time and budget estimates; analyzes and resolves complex problems that may arise.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- Evaluates and/or coordinates/collaborates with evaluation experts, to determine impact and efficacy of existing policies, procedures, and programs; 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.
- 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 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 in business administration, finance, public administration, or a related field and five (5) years of progressively responsible experience in the analysis and stewardship of housing programs. Experience as a Policy Analyst or Management Analyst in a housing authority, or similar agency is desired.

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.

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 principles, practices, and procedures of funding sources and grant funds disbursement, project and/or program management, analytical processes and report preparation techniques, contract administration and evaluation, budget development and administration and policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned position. Uses



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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.

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]