

### Position Description

<b>Position Title:</b>	Housing Supportive Services Manager	<b>Department:</b>	Housing, Federal Programs
<b>Reports to:</b>	Assistant Director of Supportive Housing	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	May 13, 2024
<b>Representation Status:</b>	Unrepresented	<b>Date Revised:</b>	

### Summary

The primary purpose of this position is to manage all supportive service programs and activities within the Housing Department. The incumbent organizes and oversees day-to-day programs related to homelessness, housing support services, and community engagement and is responsible for developing and implementing strategic plans and overall business objectives for the assigned programs, 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 Supportive Housing. This position will provide oversight, management, direction, and facilitation of housing and programmatic services delivered to unhoused and low-income individuals and families. This position is also responsible for working collaboratively with partners and stakeholders to develop and coordinate services for unhoused populations 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.*

- Manage SCCHA's Homeless Management Information System access and data reporting, develop and maintain a log of incidents for purposes of reporting to SCCHA leadership.
- Prepare and review required reports to be submitted to funding agencies, and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.
- Attend resident meetings at properties within the SCCHA portfolio and 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.
- Participate in locale initiatives relating to homelessness, build and maintain professional relationships with funders, local jurisdictions, and State and National entities.
- Maintain a regular presence at assigned properties, interact with residents to achieve positive living environments, conflict resolution, and advocacy.
- 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 regular 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.

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- 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 to ensure compliance with operational requirements. Manages and monitors coordination between property management companies and onsite supportive service providers. Oversee and establish service contracts in accordance with insurance, grant, and asset management requirements for property services.
- Assist with preparation of budgets, outcomes for grants, and contracts for funding.
- Act as a liaison for property management companies to assist with the coordination of maintenance issues.
- 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.
- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.
- Conducts research projects, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.
- 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, of which three (3) years are in a supervisory capacity within a residential setting serving unhoused or formerly unhoused populations, populations experiencing mental health crises, or populations experiencing substance abuse disorders.

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 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. Exhibits knowledge of crisis de-escalation techniques, housing first models for housing, best practices in delivering quality housing support services and interim housing.

**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 both an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, and residential housing program locations with similar conditions; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or residents, advocates, and jurisdictional 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]**