

Position Description

Position Title:	Assistant Director of Housing	Department:	Housing
Reports to:	Director of Housing	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	July 2017
Representation Status:	Unrepresented	Date Revised:	September 25, 2024

Summary

The primary purpose of this position is to plan, organize, manage, and provide administrative direction and oversight for the Housing Department, Federal Programs Division. This role embodies a dynamic blend of leadership, strategic vision, and operational excellence, driving impactful outcomes for the Housing Department and the communities it serves. This includes providing highly responsible and complex management support to the Director of Housing in executing the long-term vision for the department along with accomplishing departmental planning and operational goals and objectives. The incumbent will foster cooperative working relationships and coordinate assigned activities with other Agency departments, regulatory and other agencies, and the public; establish and maintain a strong presence for the Agency's housing assistance programs within Santa Clara County, ensuring widespread awareness and recognition; and be committed to identifying and supporting initiatives that align with the ongoing implementation of the Santa Clara County Community Plan to End Homelessness. 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.

- Leads, motivates, and empowers employees of the Housing Department, setting clear expectations and fostering a high-performance culture by establishing clear goals and expectations, ensuring alignment with agency and departmental objectives; and cultivates a supportive and growth-oriented environment, providing mentorship, professional development opportunities, and timely performance evaluations, and promoting a positive and engaged team dynamic.
- Manages, plans, and oversees the administration of the Section 8 Housing Choice Voucher Program, and other programs and activities administered by the Agency; develops and monitors performance metrics and proactively identifies areas where the Housing Department is falling behind and develops strategic action plans to achieve desired outcomes; and makes strategic recommendations for staffing and resource allocation to support the continued expansion of programs as needed. Duties include assisting in the development of short- and long-range work plans, such as formulating guidelines and policies and overseeing the implementation of policies, programs and systems, as well as processes and activities of the Department.
- Assumes full management responsibility for all programs, services, and activities within the Housing Programs division of the Housing Department. This includes a primary emphasis on the Federal Housing Choice Voucher Program (Section 8), along with other Housing Assistance Programs including but not limited to the Foster Youth Initiative (FYI), Family Reunification Program (FUP), Mod Rehab, Mainstream Non-elderly with Disabilities, Enhanced Vouchers, Veterans Affairs Supportive Housing (VASH), County and City Voucher programs, and any future housing assistance programs that may be developed or implemented.
- Champions a "lived experience" approach to service delivery, tailoring programs to meet the unique needs of residents and collaborating effectively with partner agencies to contribute to the overall quality of the department's client service standards. Develops, reviews, and implements policies and procedures to meet Agency and Community expectations and legal requirements;

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continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.

- Ensures adequate controls are implemented and that all programs and services are of the highest quality by providing administrative oversight to an internal quality assurance process based on the Agency's mission, philosophy, and the outcome standards of the Agency; leads and coordinates various external and internal audit processes and/or requests for information, and ensures administered programs are in compliance with mandated guidelines, rules, regulations, and procedures; and assesses and monitors workload distribution, support systems, and internal reporting relationships, identifying and implementing improvements to ensure consistency and efficiency throughout the operation.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director of Housing.
- Attends senior management meetings; attends and participates in professional group meetings and participates on a variety of boards, commissions, and committees; stays abreast of new trends and innovations in the field of housing programs and prepares and presents staff reports and other necessary correspondence; represents the Agency in engagement with the County and the Coordinated Entry Community Que system, ensuring strong partnerships and seamless program delivery; works closely with the Housing Director and Assistant Housing Director, and serves as a liaison with HUD, the County of Santa Clara, non-profit organizations, and other key stakeholders.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations; conducts informative briefings for PBV families and stakeholders at community sites, fostering engagement with families and property management.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, with emphasis on the Federal Housing Choice Voucher Program (Section 8) which includes Project-Based Vouchers (PBV), other Federal Housing Assistance Programs such as the Foster Youth Initiative (FYI), Family Reunification Program (FUP), Mod Rehab, Mainstream Non-elderly with Disabilities, Enhanced Vouchers, Veterans Affairs Supportive Housing (VASH), County and City Voucher programs, and any future housing assistance programs that may be developed or implemented.
- 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, public or business administration or related field; and five (5) years of increasingly

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responsible management experience with three (3) years in a supervisory capacity. Master's degree is 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.

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 skills to ensure the collection of high-quality data and preparation of insightful reports, enabling informed decision-making. Possesses working and technical knowledge of affordable housing programs, with emphasis on the Federal Housing Choice Voucher Program (including Project Based Vouchers, County Voucher Programs, and other federally-funded or local housing assistance programs.) Has knowledge of and skills to advance administrative principles and practices including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision, budget development 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.



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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.

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

INSERT JOB SPECIFIC 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.



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Read and Acknowledged

Employee Signature

Date

Employee Name [printed]