

Position Description

Position Title:	Strategic Advisor – Housing Programs	Department:	Housing, Federal Programs
Reports to:	Deputy Executive Director/Chief Operating Officer	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	October 3, 2024
Representation Status:	Unrepresented	Date Revised:	N/A

Summary

The primary purpose of this position is to serve as the senior management resource leading the development of complex, comprehensive programmatic analyses for the Housing Department of the Santa Clara County Housing Authority and its affiliates. This position will work closely with the Executive Team and play a critical role in helping shape the Agency's short- and long-term business strategies and execution, with strong emphasis on the Federal Housing Choice Voucher (Section 8) Program, ensuring its smooth operation and alignment with broader Housing Departmental goals, along with contributing to the program improvement and development of other related federal and regional housing assistance programs. This role serves as a vital link between the Section 8 Program, the Finance Department, and Impact and Innovation (I&I), and will be instrumental in spearheading and executing housing department initiatives in close partnership with cross departmental coordination. The incumbent will collaborate with others at all levels of the organization and with external stakeholders in the consideration of significant goals, concepts, initiatives, and other activities that profoundly affect the Agency, its employees, and the people that it serves.

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.

- Serves as an advisor and technical expert to the Director of Housing and Executive Team to formulate strategic approaches in order to maximize Agency's housing assistance programs, including all aspects of the Section 8 Program, Project Based Vouchers, MTW (Moving To Work) programs associated with housing assistance, and all State, regional and local housing assistance programs to improve current program effectiveness and efficiency.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards across divisions and departments; and contributes to the overall quality of cross-departmental efforts by acting as a liaison, troubleshooting, and facilitating continuous program improvement.
- Provide support in developing initiatives that address resident needs and priorities, and which promote economic sufficiency and mobility through housing, health & wellness, education attainment, employment, and social justice initiatives, fostering economic prosperity and advocating for systemic change and collaboration among various systems countywide to collectively enhance outcomes for both clients and the broader community.
- Stays abreast of internal reporting and updates the Executive Team; monitors, analyzes and evaluates all facets of Agency assisted housing programs, including the Housing Choice Voucher program, monitors and evaluates the efficiency and effectiveness of client service delivery methods and policies, identifies opportunities for improvement, develops recommendations and implements programs and policies to meet identified needs and directs the implementation of change and develops guidance and/or training, with a constant focus on improving the client

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experience through the lens of lived experience. This role will help streamline agency operations, ensuring a seamless and user-friendly experience for those interacting with our system.

- Collaborate with others in the Housing Department, the Finance Team and the Executive Team to monitor and manage the Housing Assistance Payment (HAP) budget, utilization, and all policies, procedures and strategies to maximize assistance provided to families and individuals.
- Establishes and maintains visibility for the Agency's housing assistance programs within the County of Santa Clara including all local cities and jurisdictions and serves as liaison with staff at HUD (Department of Housing and Urban Development), County of Santa Clara Office of Supportive Housing, non-profit organizations, the community, intergovernmental and regulatory agencies, and various public and private groups.
- Remain dedicated to identifying and supporting initiatives that align with the ongoing implementation of the "Santa Clara County Community Plan to End Homelessness."
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with division standards, including program and project priorities; provides a supportive team environment, works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Assists with the development and implementation of performance metrics, tracking those metrics and creating a system of transparent accountability to ensure optimal outcomes and facilitate a team culture where one takes pride in the work and strives for excellence.
- Conducts special studies of extremely controversial or sensitive problem areas, which include changes in program operations and staffing necessary to improve efficiency and effectiveness, prepares reports of findings, conducts briefings with the Executive Director and Executive Leadership team providing recommendations which often serve as the basis for new program initiatives.
- Supports the utilization and analysis of data to create opportunities and programs that support positive outcomes for residents and clients; designs and leads the implementation of infrastructure to sustain ongoing analysis and innovative program design.
- Coordinates activities with other Agency departments, investors, community partners, residents, regulatory agencies and related groups; attends public meetings and presents information on Agency programs.
- 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. Research analyzes, and evaluates new service delivery methods, procedures, and techniques to internal and external stakeholders. Prepares clear and concise talking points for internal and external communication.
- 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.

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- 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 a minimum of five (5) years of increasingly responsible management experience in government assistance program and resident services administration and evaluation and financial analysis and reporting with three (3) years in a supervisory capacity. A master's degree is preferred.

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.

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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. Has knowledge of and skills to advance administrative principles and practices including short and long-term planning, development, and administration of strategic initiatives, housing programs development, implementation, and goal setting, evaluation and supervision of staff, either directly or through subordinate levels of supervision, budget development and services, and financial systems and programs administered by the Agency (including expert-level knowledge of the Housing Choice Voucher program and affordable housing development), and public policies, Agency functions and activities as they apply to the assigned position. Uses appropriate judgment & decision making in accordance with level of responsibility; and research 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.

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

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, 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]