

**Position Description**

<b>Position Title:</b>	Housing Policy Analyst	<b>Department:</b>	Housing
<b>Reports to:</b>	Housing Policy Manager	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	July 2017
<b>Representation Status:</b>	Unrepresented	<b>Date Revised:</b>	January 9, 2025

**Summary**

The primary purpose of this position is to provide administrative and analytical support to assigned federal and local housing programs, analyze programmatic policies, practices and procedures and makes recommendations for operational, policy, and procedural improvement. The Housing Policy Analyst will conduct needs analyses, feasibility studies, research, and evaluations for assigned programs, develop, summarize and maintains administrative records and establish partnerships within the community.

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.*

- Performs professional-level administrative and programmatic work for various federal and local housing programs in areas such as grants administration, contract administration, policy and program analysis, and evaluation.
- Plans, develops, and administers complex housing programs and projects; directs all aspects of assigned programs, participates on various committees and may present committee recommendations to the Agency Board; represents the Agency to program stakeholders, including applicants, participants and owners.
- Serves as a liaison to employees, the public, private organizations, government agencies, community groups, and other organizations; provides information and assistance regarding assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Participates in the development and implementation of new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data and makes recommendations.
- Conducts a variety of analytical and operational studies regarding programmatic activities, including 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.
- 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.
- Participates in the development of procedures, forms, letters, training materials; delivers training to other agency staff.
- Generates, analyzes, and reviews a variety of reports and documents as the basis for policy review and development.
- Participates in the development of consultant requests for proposals for professional services; administers contracts after award; ensures contractor compliance with Agency standards and

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specifications and time and budget estimates; analyzes and resolves problems that may arise.

- Prepares and submits Agency Board memorandum, reports and various other Agency, committee, and staff reports, resolutions, ordinances, and correspondence regarding assigned programs.
- 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.
- 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 in social services, or behavioral sciences, business or public administration, or a related field and three (3) years of progressively responsible experience in the areas of analysis, policy writing, and quality control audits.

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.

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**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 and practices of Federal, State, and local housing programs, funding sources and grants funds disbursement, contract administration and evaluation, research, statistical analytical and reporting methods, including policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned position. Proficient in all assigned tasks including Project-Based Voucher contract drafting, renewals, and negotiation, rent analysis, and the lease up process of a Project-Based Voucher building including lease up calls and communication with partners. 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.

**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



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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]**