

Position Description

Position Title:	Housing Compliance Coordinator	Department:	Housing, Federal Programs
Reports to:	Housing Programs Supervisor	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	March 2018
Representation Status:	Represented	Date Revised:	January 27, 2026

Summary

The primary purpose of this position is to coordinate, monitor, and participate in quality assurance activities for the Housing Department of the Santa Clara County Housing Authority (Agency); coordinates and participates in the investigation of cases of alleged program violation, fraud, or abuse; schedules, conducts and audits subsidized unit inspections to ensure Housing Quality Standards (HQS) are met; serves as a liaison with various agencies in scheduling and coordinating informal hearings; represents the Agency to government and regulatory agencies and various public and private groups; and performs related work as required. The Housing Compliance Coordinator performs specialized, complex compliance work requiring independent application of established policies, procedures, and legal standards and is distinguished from the Program Compliance Analyst, which focuses on policy development and programmatic initiatives.

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.* Conducts the Department's quality assurance activities, which may require evening or weekend hours including; auditing case files, running preventative quality control reports, monitoring program performance and ensuring compliance with applicable rules, regulations, agency policies and performance metrics.
- Provides cross-functional assistance across the Department as assigned, to support operational and business needs in alignment with Agency priorities.
- Receives and processes information regarding potential misrepresentation or program integrity issues from various internal and external sources, including agency staff, the Agency Fraud Hotline, governmental representatives, other agencies, and members of the public.
- Advises staff on the interpretation and application of program regulations, policies, and procedures, to the facts and circumstances of cases under review, and on the uses of investigative sources, procedures, and practices as needed to resolve case issues.
- Assesses cases and determines whether an investigation will be conducted, based on the nature and verifiability of allegations and credibility of sources; conducts investigations, which may require evening or weekend hours, to determine whether violation of program rules and regulations has occurred; conducts interviews and case conferences; calculates overpayments and establishes formal repayment agreements in restitution for minor infractions or in extenuating circumstances; issues *Notice of Intent to Terminate* to terminate program participation in accordance with established policies and procedures.
- May complete recertification process for confidential participant files upon the request of Executive Leadership.
- Reviews results of investigations conducted for thoroughness and completeness in addressing the information regarding potential misrepresentation or program integrity issues; approves or

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recommends to supervisor actions for the appropriate resolution of cases; sits in on case conferences when warranted by case issues; ensures cases scheduled for hearings are fully prepared and all required notifications given.

- Coordinates hearings and prepares hearing packets, including narrative reports describing the alleged violation and supporting evidence with comprehensive documentation of the client's history and all facts developed through investigation; represents the Agency in hearings conducted by independent hearing officers; presents the Agency's case and questions witnesses.
- Follows up on hearing officer's decision, including mailing termination notices and suppressing payments to property owners; responds to contacts from clients, property owners, informants, representatives of other governmental agencies, legal counsel for clients, Agency staff, and others; documents procedural errors and other problems in case files and returns them to Housing Program Supervisors for follow-up action.
- Processes subpoenas received for the assigned case; researches and collects information related to subpoena for legal counsel review; represents the Agency in court and signs declarations.
- Ensures that all case and file documentation procedures are fully and completely followed.
- Maintains and documents files regarding all actions taken; prepares statistical and technical reports as required.
- Interprets and applies program regulations, laws, and procedures and assists in the formulation of new procedures based on new or changing laws; conducts trainings as needed.
- Represents the Agency with residents, landlords, clients, property management firms, and social service agencies; acts as the Agency representative regarding the status and intended actions on cases.
- Schedules and conducts audit unit inspections, which may require evening or weekend hours, to ensure compliance with HQS. Reviews and audits related paperwork, such as self-certification of corrected repair items submitted by owners and tenants, and uses electronic equipment to enter/review inspection results; downloads documents to computer system and mails out required documents to the appropriate parties.
- Responds to and/or mediate escalated client, resident, and/or landlord questions, concerns, complaints, and issues; explains program requirements, operations, and procedures, promote the SCCCHA programs and provide guidance to owners to improve customer service.
- 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.
- Assists with 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.

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- 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:

An associate degree from an accredited four-year college or university with major coursework in sociology, social work, business administration, public administration, or a related field and three (3) years of progressively responsible experience in the investigation of cases of alleged program violation, fraud, or abuse and the preparation of cases for hearings. Bachelor's degree 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.

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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 comprehensive expertise in Agency regulations, policies and procedures, HUD regulations, and the broader Federal, State, and local laws and regulations governing or impacting housing program administration. This includes a deep understanding of fair housing laws, landlord-tenant laws, property management principles, and case management practices. Knowledge extends to quality assurance principles, investigative techniques for program violations, and the technical specifications of subsidized housing inspection standards. Successful performance requires the ability to utilize statistical and analytical methods to interpret complex data, apply regulatory requirements to program information, prepare technical reports, and apply conflict resolution techniques to address programmatic disputes. Furthermore, the position demands specialized skill in synthesizing data into accurate documentation and utilizing applications to support compliance functions through the application of sound judgment in the interpretation of departmental policies and administrative procedures.

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.



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Read and Acknowledged

Employee Signature

Date

Employee Name [printed]