

HOUSING PROGRAMS DIRECTOR

DEFINITION/PURPOSE: Responsible for planning, organizing, directing, and managing all aspects of housing programs assigned to the Housing Programs Department, including but not limited to the Housing Choice Voucher (HCV) program, ensuring compliance with all regulatory requirements, developing and implementing internal policies and procedures, modernizing and streamlining workflows, and providing written and verbal reports to the Board of Commissioners and other community partners.

DISTINGUISHING CHARACTERISTICS: This management position is solely responsible to the Executive Director or his/her designee, for planning, organizing, directing, and managing the Housing Programs department, including determination of initial program eligibility, facilitating the placement of eligible applicants in available housing, and overseeing all aspects of participation in Agency programs.

SUPERVISION RECEIVED AND EXERCISED: Under the direct supervision and administrative direction of the Executive Director or his/her designee. Provides direct supervision to the Housing Programs Assistant Director and Housing Programs Supervisors, and general supervision to all other employees of the department.

ESSENTIAL JOB FUNCTIONS: Duties may include, but are not limited to, the following:

- Responsible for the overall planning and administration of the Section 8, Housing Choice Voucher Program, and other rental assistance programs administered by the Authority, which includes overseeing initial and ongoing eligibility, briefing and lease up processes, inspection management, annual reexaminations, interims and program compliance.
- Develop, coordinate and monitor the implementation of department goals, objectives, policies, procedures and work standards.
- Conducts outreach and promotes Authority programs to external stakeholders which includes marketing program benefits to landlord and property owners; and coordination with outside government offices, nonprofit organizations, and other community-based programs to maintain and enhance community relations.
- Oversee the preparation and implementation of informational materials and documents associated with the programs which includes program forms, website content, marketing materials, and program guidelines
- Respond to phone calls, written inquiries, and walk-in clients to resolve issues, defuse volatile situations, and counsel clients.
- Responsible for the development and modification of computer programs applicable to the Housing Programs Department and the training of department personnel in their use.
- Maintain department and program records in accordance with regulations, Federal, State, and local laws, and develop systems and protocols for file organization, record management and record retention.
- Oversee the preparation, review and presentation of monthly reports, staff reports, various management and information updates, and reports on special projects.
- Review and prepare draft Authority comments on proposed Federal, State and local regulations and their prospective impact on department and Authority programs. Suggest alternative courses of action, as applicable.
- Develop and maintain departmental policies and procedures. Assist in the development of Authority policies and procedures implementing Federal, State, and local directives and statutes and other Authority programs; and, as applicable, procedures for department activities and programs.
- May lead and coordinate external and internal audit processes and/or request for information, and ensure administered programs are in compliance with mandated guidelines, rules, regulations, and procedures.
- May represent the Authority at public meetings and conferences; make reports and oral presentations to the Board of Commissioners and other bodies.
- May act as Authority hearing officer.

- Assist in the use and enhancement of software applications with regards to program reporting, deployment of new technology, resolving data discrepancies, and training of staff on effective and efficient use of systems.
- Develop, maintain and monitor department program administration which includes using reporting systems to ensure the accuracy, quality, and timeliness of departmental work 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 improvements, and direct the implementation of change.

As a Department Head:

- Approve timecards and leave requests.
- Provides highly responsible and complex administrative support to the Executive Director and Director of Operations in accomplishing the Authority’s goals and objectives.
- Respond to and resolve issues pertaining to departmental programs, staff issues, and other sensitive cases, coordinate staff and resources as appropriate.
- Conduct regular department, team, and one-on-one staff meetings, to communicate updates, provide staff guidance, resolve various department issues, and collaborate with staff on departmental and program enhancements.
- Responsible for training, motivating and directing staff; oversee annual staff evaluations, progressively evaluate and review the work of staff to ensure compliance with policies and procedures, works with staff on performance issues, implements performance management measures, and responds to staff questions and concerns.
- Participate in the selection of department employees. Delegate duties to subordinates.

OTHER JOB FUNCTIONS:

- Make presentations to outside service providers and community groups.
- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of: Principles of organization, administration, budget and personnel management; public housing laws, tenant and landlord laws, program and agency rules, regulations, standards and programs. Local housing market and the availability of social services and community resources.

Abilities: The ideal candidate will be an active, engaged, and hands-on leader with strong computer skills, writing and presentation skills, and a background in administration and management of affordable housing programs. The Director will be a role model for the high level of customer service expected in the delivery of service, and will ensure a culture of trust, teamwork, and professionalism exists throughout the department. A high level of self-initiative, a data driven and results-based approach to problem-solving, and the ability to utilize creative approaches to meet the organization’s Mission are essential attributes.

Licenses and Certificates - Possession of, or ability to immediately obtain and retain, a valid California Driver License.

Physical Requirements/Work Environment – Sit for lengthy periods of time in an indoor office environment. Have the manual dexterity to use keyboard equipment. Be able to lift up to 25 lbs.

Other - Employee may be required to use his/her personal vehicle, reimbursed at the agency-authorized rate, in the performance of duties. When so required, must show proof of and maintain automobile insurance coverage that meets the minimums specified by agency policy.

- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service (INS).
- Must complete an annual Statement of Economic Interest

- Fluency in conversational Spanish is desirable.
- Be bondable.

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that provides the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and acquire the abilities would be:

Experience - A minimum of five years management experience in one or more federal housing programs, or housing management, social service organization, real estate, title company or lending institution. Three years' experience in a supervisory management capacity.

Education - A Bachelor's Degree from an accredited college or university with major course work in business or public administration, finance, sociology, real estate, social work or related fields. A Master's degree is preferred, as is experience related to housing programs, social or community services organizations, or a similar environment within either the public or private sector.

The Housing Authority of the County of Santa Cruz is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.