

2024

HOUSING PROGRAMS SUPERVISOR

DEFINITION/PURPOSE: Supervise and provide leadership, support oversight and train staff on programs administered in the Housing Programs Department. Review eligibility determinations, contracts, interim and regular reexaminations, case files, and the general work of the Housing Programs Department while providing guidance and support to ensure compliance with applicable policies and procedures. Provide information to tenants, owners, landlords, and other stakeholders regarding housing programs, HUD regulations, and Authority policies and procedures.

DISTINGUISHING CHARACTERISTICS: This classification is distinguished from the Senior Housing Programs Specialist in that it has responsibilities for planning, workload assignment, supervision, training and evaluation. This classification is responsible for overseeing program administration, and ensuring the timely completion of scheduled work by the Senior Housing Program Specialists, Housing Program Specialists, Housing Assistants, Inspections staff and Leasing Specialists.

SUPERVISION RECEIVED AND EXERCISED: Under direct supervision and general direction of a designated Department Head. Provides direct and general supervision to Senior Housing Program Specialists, Housing Program Specialists, and Housing Assistants, Leasing Specialists and Inspections staff, as assigned.

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

- Plans, organizes, assigns, supervises, and reviews staff work, recruits, trains, motivates, and evaluates staff. Provides feedback and mentorship.
- Oversees performance management, succession planning, and discipline in collaboration with Department Head and Human Resources.
- Assesses staffing needs for assigned program activities and projects; maintains a variety of records and prepares routine reports of work performance.
- Supervises program eligibility, reexamination and case management processes and functions. Reviews work and conducts periodic quality control audits to ensure accuracy and compliance with regulations, policies, and procedures.
- Assists in implementing goals, policies, procedures, work standards for assigned rental assistance and affordable housing programs including, eligibility, leasing, occupancy, and/or rent increases.
- Oversees, conducts, and responds to requests for administrative reviews of staff determinations issues and/or approves Termination Notices
- Support staff with processing 3-day notice violations, addressing participant noncompliance with program requirements and family obligations, and consult and provide referrals to the Program Integrity Specialist.
- Responds to escalated client, resident, and/or landlord questions, concerns, complaints, and issues, explains program requirements, operations, and procedures.
- Conduct and/or monitor stakeholder meetings and presentations for Authority clients including presentations, and briefings, workshops, and other events as needed.
- Review and process initial contracts and/or leases for Housing Choice vouchers, and other special assistance programs. Undertake special housing program projects as assigned.
- Attend weekly supervisory/management meetings and monthly staff meetings.

- Perform the work of Housing Program staff, as needed for special documentation review and interviews when confidential issues are of concern.
- Provide technical support and coverage for the review, processing and determination of Reasonable Accommodations for program applicants and participants.
- Support the administration of owner incentive and leasing programs which includes but not limited to the security deposit and owner assurance program to process applications, comply with program requirements, and monitoring program activities.
- Establish and maintain liaison with community service agencies, governmental agencies, to facilitate and assist in verification of income, employment, and social services assistance.
- Provides recommendations for training programs to ensure high level of staff competency.

OTHER JOB FUNCTIONS:

- Assist with translations, Spanish/English, as requested.
- May be required for office coverage in the absence of management staff.
- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of: Housing Authority housing program and their eligibility rules and regulations. Interviewing techniques. Local service providers and their programs. Staff supervision and management and performance assessment techniques. General office procedures, proper communication etiquette, ability to operate various office machines. Advanced arithmetic skills, including addition/subtraction, multiplication/division, pro-ratio, percentages, and basic algebra. Use of computers and their software programs such as Word and Excel. The local real estate and housing market.

Ability to: Understand and interpret policies and programs administered by the department/agency. Effectively assign and supervise work under time-limited schedules. Quickly adapt to the role and effectively apply training. Proofread and understand oral and written instructions and procedures. Be courteous, exercise judgment, discretion and maintain confidentiality when engaging with clients, general public, and co-workers. Engage effectively with individuals from varied socioeconomic and cultural backgrounds. Exercise rational and independent judgment. Respond compassionately with clients who are in stressful circumstances. Communicate effectively in English in written and oral expression. Demonstrate excellent computer and software navigation skills. Perform and apply the most complicated advanced arithmetic and accounting calculations. Successfully train and mentor supervised employees in essential skills.

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

Physical Requirements/Work Environment - Must be able to sit for lengthy periods of time in an indoor environment; stretch, bend, and have the manual dexterity to operate keyboard equipment. Have the visual and auditory capacity to operate with the perception and discrimination required by the duties of the classification. Be able to lift 25 lbs.

Other - Employee may be requested to use his/her personal vehicle, reimbursed at the agency-authorized rate, in the performance of duties. If the employee agrees, the employee must show proof of and maintain automobile insurance coverage at or exceeding the minimums specified by agency policy.

- Provide proof of US citizenship or, Documentation showing authorization to work in U.S as outlined by the Department of Homeland Security form I-9.
- Fluency in conversation Spanish is desirable and may be required for specific positions.

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 – Two years experience with Housing Programs or the equivalent, and two years of increasingly responsible experience in administrative work that demonstrates competency in the listed "knowledge and abilities" section, or three years of experience in eligibility determination. Two years of supervisory responsibility. Prefer public contact and problem solving experience in a public agency setting.

Education – A Bachelor's Degree from an accredited college or university with major course work in sociology, social work, business administration, finance, public administration, real estate, or a related field.

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.