

HOUSING PROGRAMS ASSISTANT DIRECTOR

DEFINITION/PURPOSE: Manage the daily operations of the Housing Programs Department in the administration of rental assistance programs which include but are not limited to the Housing Choice Voucher, Moderate Rehabilitation, Mainstream and Moving to Work initiatives. This position is responsible for technical work which includes program compliance with regulations, federal, state and local laws, oversight of service contracts, agreements, and memorandums of understanding, and the ability to interpret, develop and implement policies and procedures, and to monitor program activities. This position will work in collaboration with other departments and external partners or organizations.

DISTINGUISHING CHARACTERISTICS: This management position is distinguished from the Housing Programs Supervisor classification in that is responsible for the daily planning, organizing, directing and supervising throughout the department in the administration of housing programs. It differs from the classification of Department Director position by the latter's responsibility for establishment of department goals and priorities, and general oversight of department performance.

SUPERVISION RECEIVED AND EXERCISED: Under the direct supervision and administrative direction of the Department Director or their designee. Provides direct supervision, training and guidance to all other staff of the Housing Programs Department.

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

- Management, supervision, and coordination of the Housing Programs Department, including oversight of various housing programs including, Housing Choice Voucher, Project Based Voucher and Special Purpose Voucher programs.
- Oversee the administration of rental assistance programs, including eligibility determination, reexaminations, interim reexaminations, rent increases, transfers, and terminations
- Oversee client support programs including the Owner Assurance Program, Security Deposit Assistance, Family Self Sufficiency, and assist with coordination of Tenant/Landlord workshops.
- Ensure reasonable accommodation requests are processed accurately, timely and in accordance with HUD guidelines and applicable ADA laws.
- Monitor and enforce compliance with HUD regulations and agency policy and procedures in program administration which includes the use of internal quality assurance and control tools.
- Support staff to address program noncompliance, investigate claims of program fraud, and other program integrity issues.
- Address and resolve programmatic and operational issues, including providing recommendations on critical actions and challenges, keeping the Director informed of key issues and developments.
- Support in the handling of termination notices, administrative reviews and participant appeals.
- Serve as acting department head in the absence of the director, ensuring effective operations and continuity of services.
- Directly and indirectly oversee supervisory and non-supervisory staff, ensuring adherence to agency policies and procedures.
- Address performance management in collaboration with the Director and Human Resources.
- Approve employee timecards and leave requests, manage staff schedules.
- Coordinate recruitment, selection, orientation, training and evaluation of departmental staff.
- Provide or arrange staff training: identify and address performance issues and offer mentorship to staff.
- Assign and delegate tasks, work activities and projects, ensuring timely completion of departmental objectives and maintaining accountability across teams.
- Represent the department in interactions with other agencies, community organizations and the public, fostering collaboration and partnership.
- Serve as a liaison with property owners and managers participating in housing programs, supporting their compliance and satisfaction with program operations.
- Prepare and present reports, correspondence and program updates to staff and stakeholders.
- Attend and contribute to internal and external meetings, stay informed on housing assistance trends, policy changes and market conditions.
- Facilitate various meetings, including stakeholder meetings, staff meetings, and workshops to provide updates and gather feedback.
- Respond to inquiries via phone, written correspondence, or in person consultation, addressing sensitive or complex cases with professionalism.
- Resolve complex issues, de-escalate volatile situations and provide guidance and counseling to clients and staff as needed.

OTHER JOB FUNCTIONS:

- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

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

Abilities: Assist the department director to plan, organize and oversee staff activities, through subordinates and supervisors, to ensure effective administration of the Agency's programs. Lead and coordinate work processes to promote high performance and foster a positive work environment. Provide training, supervision and evaluation of subordinates. Exercise initiative, ingenuity and sound judgment to address complex administrative and personnel challenges. Analyze, interpret and clearly communicate complex regulations, laws, court decisions and directives. Build and maintain effective working relationships with others. Manage communication with tenants, owners, representatives of other governmental agencies, and others as needed. Maintain confidentiality. Work cooperatively with other department heads. Work independently with minimal oversight to achieve departmental objectives and goals. Prepare detailed and accurate reports and communicate effectively in oral and written English. Perform basic math and accounting functions; interpret and translate statistical data. Operate modern office equipment, including a computer and necessary applications programs.

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

Physical Requirements/Work Environment – Sit or stand 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 authorization for to work in the US as required by the Immigration and

- 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 affordable housing management, or social service organization. Additionally, at least two years of administrative or management experience demonstrating the application of the required knowledge and abilities listed above.

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.

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.