



HOUSING PROGRAMS MANAGER

(FLSA Exempt)

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION/PURPOSE:

Plan and direct the management of eligibility determination for all Authority programs and plan and direct the Authority's various Section 8 Housing Assistance Programs. Advise the Chief Administrative Operations Officer on related policy issues and effectively supervise the implementation of Authority and federal policy.

DISTINGUISHING CHARACTERISTICS:

This single position management classification is responsible for providing leadership and direction of eligibility determination for a multiplicity of programs of and administered by the Authority and administration of the several Section 8 programs of the Authority. It differs from all other classifications in that it is solely responsible to the Chief Administrative Operations Officer for the effectiveness, efficiency, and success of these programs. Serves as part of the HACM Management Team.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct supervision and general administrative direction of the Chief Administrative Operations Officer, with significant independence.

Provides direct supervision and general direction to the Section 8 Supervisor and Eligibility Supervisor. Provides indirect supervision to all other professional, technical, and clerical personnel assigned to the department.

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

- Manage and monitor all services and activities of the Housing Assistance department, including the Eligibility division and the Section 8 division, providing eligibility determination services to a variety of programs, and housing assistance services to numerous Section 8 programs.
- Develop goals and schedules for Eligibility and Section 8 services implementation. Develop both annual and five-year plans in consultation with the Chief Administrative Operations Officer.

- Maintain and monitor waiting lists for multiple housing assistance programs. Monitor housing assistance programs by various regulations and income levels
- Monitor staff completion of compliance reviews on various tax-exempt bond projects and other special projects.
- Administer Mortgage Credit Certificate programs and other agency programs for new purchases and rentals for low and moderate income applicants,
- Keep abreast of federal law, regulations, and directives issued by the HUD and other agencies effecting the programs and services, and propose such changes in written agency policy documents.
- Review and revise both department policy and procedures and train staff on all changes and monitor implementation. Maintain the flexibility to accommodate rapid and frequent changes.
- Analyze effectiveness and efficiency of programs and services, and recommend program changes to the deputy director. Chief Operations Officer.
- Train and/or coordinate the training of assigned personnel on basic program components, changes, and special programs.
- Supervise and monitor staff activities relating to programs administration; prepare periodic reports to HUD, the Board of Commissioners, the Executive Director, and the Chief Administrative Operations Officer.
- Form working relationships with local social service providers and funding agencies, applicants, landlords, tenants, and governmental organizations. Attend and participate in professional group meetings to stay abreast of new trends within the industry and community meeting in furtherance of the programs and services of the department.
- Responds to general inquiries and complaints from participants, prospective participants and the general public.
- Participate in the planning and development of the department and programs budgets. Implement, administer, and monitor department and program budgets to assure budget integrity is maintained. Authorize payment of department bills and authorizes expenditures for items up to policy limits.
- Carry out special projects as assigned by the Chief Administrative Operations Officer.
- Supervise the preparation of monthly activities and status reports for the various programs administered.
- Respond to and resolve issues pertaining to assigned programs. Negotiate and resolve sensitive and controversial issues. Advise the Chief Administrative Operations Officer, in a timely manner, on necessary actions, problems, or requirements.
- Serve as a policy and program advisor to the Chief Administrative Operations Officer regarding program and management and operational issues and other department-wide matters.
- Review and prepare draft Authority comments on proposed Federal, State and local regulations and their prospective impact on rehabilitation and other department programs. Suggest alternative courses of action, as applicable.
- Maintain regular and consistent attendance.
- Assist the Chief Administrative Operations Officer in the development of department policies and procedures implementing Federal, State, and local directives and statutes and, as applicable, procedures for department activities and programs.

- Maintain adequate monitoring and reporting systems to ensure the adequacy, quality, and timeliness of program work. Hold and conduct regular staff meetings.
- Participate in the selection of program staff. Train, motivate, supervise, and evaluate assigned employees. Recommend employee's salary increases and disciplinary action as necessary and authorized.
- Make verbal reports and presentations to the Board of Commissioners and other bodies, as requested.

OTHER JOB FUNCTIONS:

- May represent the Authority at public meetings and conferences.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – State and Federal Laws governing laws governing programs eligibility and Section 8 programs. General administrative planning techniques and basic program management concepts. Principles and practices of budget development and administration, and personnel practices, supervision and training and administration. Public housing laws, program and agency rules, regulations, standards and programs, and the local housing market. Occupational safety program rules and regulations. Computer applications in eligibility and Section 8 administration.

Ability to – Plan, organize, direct, and coordinate work in a manner conducive to maximum organizational performance. Effectively train, supervise and evaluate subordinates. Maintain confidentiality. Formulate policy and to plan and supervise the work of others. Interpret and apply Federal, State, and local policies, laws and regulations. Exercise independent judgment with compassion, good management sense and creativity. Establish and maintain effective working relationships with all levels of Authority staff, residents, and the general public. Prepare clear, concise recommendations and reports; Communicate complex ideas clearly and effectively both verbally and in writing, and speak effectively before groups. Prepare and work within established operating budgets. Maintain the mental capacity for making sound decisions and the physical capability to perform assigned duties. Operate a personal computer using various Windows-based applications programs.

Licenses and Certificates - Must possess and maintain an applicable California Driver License and a driving record acceptable to the Authority's insurance carrier.

Physical Abilities and Work Environment – Must have the ability to drive an automobile, sit for lengthy periods of time, climb stairs, stoop, and bend, and operate keyboard equipment. A majority of work is conducted in a standard indoor environment.

Other – Provide and annual Statement of Economic Interest.

- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Department of Homeland Security.

- Bilingual fluency in English and Spanish is desirable.

- Be insurable by the Housing Authority's insurance carriers.

EXPERIENCE AND EDUCATION GUIDELINES:

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

Experience – Five (5) years of increasingly responsible experience in publicly assisted housing in an administrative and/or technical capacity involving program administration and eligibility program implementation. Two (2) years of supervisory experience.

Education – Possess a Bachelor's Degree from an accredited college or university with a major in urban studies, public administration, business administration, or a related field. Possession of a Master's Degree from an accredited college or university in one of the related fields is desirable.