

HOUSING AUTHORITY
of the
COUNTY OF MONTEREY

HOUSING PROGRAMS SUPERVISOR
(FLSA Exempt)

DEFINITION/PURPOSE:

Plan, organize, direct, and supervise assistance and services to the low-income housing programs of the Authority. Is responsible for the day-to-day operation and administration of this assistance, including the determination of initial and continuing eligibility of HACM applicants and participants, assignment of tasks, preparation of staff, monitoring of staff activities, and the preparation of reports. Assist the Housing Programs Manager in the development and implementation of programs that maximize the probability of the Authority accomplishing its goals and objectives.

DISTINGUISHING CHARACTERISTICS:

This single position management classification is responsible to the Housing Programs Manager for the implementation of the Authority's low rent Housing Choice Voucher (HCV) Programs within the County. Assign, supervise, and review the work of staff, as well as participate in work activities. It differs from all other classifications in that it is solely responsible to the Housing Programs Manager for the effective, efficient, and fair day-to-day administration and operation of the assigned Authority programs and services.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct supervision and general administrative direction of the Housing Programs Manager.

The classification exercises direct and general supervision over Housing Program Specialists, Eligibility Specialists, Housing Programs Inspector, and assigned clerical employees.

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

- Plan, organize and direct staff in the day-to-day provision of a wide variety of low-income housing services within the context of multiple HCV programs.
- Administers rental policies of the Authority and supervises intake, leasing, and occupancy of units. Assign caseworkers to each client by program and caseload. Assign work activities, projects, and programs.

- Track number of clients per caseload. Log new requests for tenancy approvals. Adjust and move caseloads to accommodate new programs and assure balance among staff.
- Approve contracts with owners and mediate conflicts between tenants and owners. Approve owner payment adjustments to accounting.
- Coordinates and solves problems relative to the HCV program.
- Interpret and explain housing programs, rules, and regulations to clients. Implement, interpret, and explain changes in Federal and State regulations. Maintain effective tenant and owner relations.
- Represents the Authority at the local level in public relations and community affairs.
- Trains subordinate staff concerning new or changing rules and regulations.
- Prepares and/or supervises the preparation of correspondence and monthly activities and status reports.
- Monitor and request the number of new clients per orientation/briefing to meet Authority goals and schedule orientations/briefings for new clients. Maintain master calendar and distribute schedule.
- Supervise the determination of program eligibility and/or continuing program eligibility and interim adjustments, re-certifications, and lease-ups.
- Assign and supervise the work of Authority Receptionist/Cashier who are responsible for “first Authority contact” with the public, prospective applicants, program participants, vendors, community leaders and government representatives, and receives payments from participants. Prepare procedures and guidelines for Receptionist/Cashier use.
- Maintain and monitor waiting lists of preliminary qualified applicants for housing through one of the Authority’s several programs with diverse qualifying requirements. Assure that applicants are on appropriate waiting lists. Establish priority and preference lists of eligible applicants consistent with program requirements.
- Oversee the follow-up and monitor for compliance of the Enterprise Income Verifications (EIV) and PIC submissions.
- Maintain statistical data on voucher issuance and expiration. Maintain a monthly active voucher log.
- Serve as a liaison between Mediation Center and the Authority for informal hearings. Monitor for compliance of the Administrative Plan policies and procedures.
- Respond to and resolve issues and complaints pertaining to area programs. Advise Housing Programs Manager, in a timely manner, on necessary actions, problems, or requirements.
- Serve as a policy and program advisor to the Housing Programs Manager regarding management and operations issues and other department-wide matters.
- Submit appropriate program percentages to accounting to cover employee salaries.
- Monitor vehicular mileage of staff, schedule maintenance, and rotate vehicles to meet staff needs.
- Design necessary forms and reports. Provide staff with needed support information.
- Supervise the preparation of or personally prepare a variety of monthly and periodic activities and status reports to the Housing Programs Manager, Chief Operations & Finance Officer, Executive Director, Federal agencies, and others. Prepares special SEMAP reports to HUD. Prepares routine and situational statistical reports.

- Assist in the development of department policies and procedures implementing Federal, State, and local directives and statutes and Authority policies, and, as applicable, procedures for department activities and programs.
- Participate in the development of the department and programs budgets. Implement, administer, and monitor department and program budgets to assure budget integrity is maintained. Requisition needed supplies and equipment.
- Participate in the selection of staff. Responsible for departmental employee training, motivation, supervision, and evaluation. Recommend salary increases and take disciplinary action as necessary and authorized. Approve leave requests and timecards.
- Make verbal reports and presentations to the Board of Commissioners and other bodies.
- Undertakes special assignments as directed by the Housing Programs Manager.
- Conducts Housing Quality Control inspections and file audits for program compliance.
- Maintain regular and consistent attendance.

OTHER JOB FUNCTIONS:

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

SPECIAL REQUIREMENTS:

Knowledge of – Principles and practices of public or assisted housing administration. HCV, Public Housing, and its multiplicity of programs, and housing service programs and practices. Principles and practices of managing rental property. Principles and practices of supervision, training, and evaluation. Techniques of interviewing. The requirements of eligibility determination for subsidized housing programs. Principles and practices of interviewing, record keeping, statistical analysis and reporting. Principles of supervision and training. Federal, state and local laws and regulations pertaining to the housing programs of the Authority. Local social services agencies and their programs and their availability. Public housing laws, program and agency rules, regulations, standards and programs, and the local housing market. General principles of maintenance and inspection as they pertain to rental housing units. English usage, spelling, and punctuation. Public housing laws, and agency rules, regulations, and standards.

Ability to – Plan, organize, coordinate, direct, and monitor programs and services in a manner that is conducive to maximum performance. Administer local housing programs and services. Supervise the work of assigned subordinate personnel. Maintain confidentiality. Analyze, interpret data, and prepare clear and concise reports and correspondence. Comprehend and interpret complex rules, regulations, and laws. Establish and maintain effective working relationships with the community and others contacted in the course of work. Deal effectively with landlords and tenants in the HCV program. Communicate complex ideas clearly and effectively both orally and in writing; and speak effectively before groups. Prepare clear and concise reports. Maintain the mental capacity for sound decision making 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.

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

Other – 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.
- 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 – Four (4) years of increasingly responsible experience in an administrative position in a housing authority or other public assisted housing agency providing HCV or other housing program services and administering the enforcement of diverse rules and regulations.

Education – Possess an associate degree from, or two full academic years of study at, an accredited college or university with a major course work in social science, behavioral science, public administration, business administration, or a related field. Possession of a bachelor's degree from an accredited college or university with a major in one of the related fields is desirable.

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