

PROGRAM SUPERVISOR

*Class specifications are intended to present a description 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

To plan, organize, direct and review the daily activities and operations of the Housing Assistance Programs (including a variety of Voucher-based programs) and/or Real Estate Services programs (including YCH and non-profit owned properties); supervise, assign, review and participate in the work of staff responsible for providing HCV and/or LIPH services within YCH housing programs; ensure work quality and adherence to established policies and procedures; provide responsible and complex administrative support to the Housing Programs Manager and/or Executive Director.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Housing Program Manager and/or Executive Director.

Provides direction and supervision to assigned staff.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Plan, prioritize, assign, supervise, review and participate in the work of staff responsible for providing Housing Assistance, HCV, Real Estate Services and/or LIPH programs (including non-profit owned units), tenant relations and related administrative areas.
2. Participate in the development and implementation of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.
3. Assist in the development, recommendation and implementation of departmental goals and objectives.

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4. Train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement corrective performance procedures with approval.
5. Responsible for the development and administration of assigned departmental budgets; make recommendations for additional funds for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments as approved.
6. Plan, direct, coordinate and review assigned work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
7. Assists in the compilation of data and preparation of all necessary submissions to federal, state, and/or local authorities; while ensuring timely and accurate processing of reports. These reports include but are not limited to SEMAP, PIC, VMS and PHAS.
8. Coordinate resident relations activities; provide assistance in tenant/landlord conflict resolution; provide staff support to the tenant council; attend public hearings and act as hearing officer as required; prepare and participate in eviction activities.
9. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of housing program administration.
10. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
11. Review and approve assigned departmental budgets; provide mid-year review and adjustment to line items for approval by Director of Operations and/or Finance Director.
12. May provide direction to assigned maintenance personnel; approve purchased items; process and monitor all work orders in computerized system for rental properties.
13. Monitor maintenance work orders, inventory system, and purchasing; ensure compliance with preventative maintenance and mandated maintenance programs in assigned area.
14. Oversee, initiate and review inspection reports for assigned area meeting HUD protocols and standards.
15. Submit all purchase orders, invoices, and other required documents to accounts payable in a timely manner.

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16. Manage YCH and/or New Hope Community Development Inc. properties as assigned.
17. Serve as staff on boards, commissions and committees as assigned.
18. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Chief Executive Officer, Yolo County OES and/or the State of California DHS.
19. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
20. Abide by the YCH Risk Control Policy Statement assuring the highest level of safety and well being of residents, tenants, employees, volunteers and visitors, abiding by all applicable laws and regulations which govern the health and safety of all, and employing risk control methods where feasible to prevent and control losses. Report any observed or reported health, safety, and risk concerns to your supervisor, a member of the management team, or member of the YCH risk control committee.
21. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Basic interview techniques.
- Common administrative terminology and standard YCH correspondence and report format.
- Operation of standard office equipment.
- Principles and procedures of record keeping, reporting, and filing systems.

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- HUD and YCH organization rules and regulations, including housing program principals, policies, and procedures.
- Principles and practices of asset management and voucher processes.
- Principles, practices and regulations of California property management.
- Operations, services, and activities of a building and grounds maintenance program.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State, and local codes, laws, and regulations.

Ability to:

- Provide daily supervision, leadership, and guidance to assigned staff and monitor operations and service delivery.
- Supervise, train, and evaluate staff.
- Prepare and manage line-item budgets; make recommendations for adjustments.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with clients, landlords, other agency representatives, and the general public.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- Interpret and apply YCH policies, rules and regulations.
- Interpret and apply Federal, State, and local policies, laws and regulations.
- Drive from site to site.

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Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

- High School Diploma or GED **and**;
- Associates Degree plus two years experience as a Housing Specialist II or equivalent position in public housing, local government, or non-profit **or**;
- Bachelor's Degree plus one year as a Housing Specialist II or equivalent position in public housing, local government, or non-profit ; **or**;
- Five (5) or more years of full-time, increasingly responsible experience in a position involved in the provision community or housing programs or work in a property management environment or three (3) years experience as a Housing Specialist II; **and**;
- Possess a valid Public Housing and/or HCV Certificate or obtain such certification within six months of appointment of the classification.

Physical Demands:

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment. Have the hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 10 pounds and climb stairs. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodations can be made to your supervisor or the Human Resources.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Provide required proof of legal right to work in the United States.

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- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

Yolo County Housing is an equal opportunity employer.

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