

HOUSING PROGRAMS MANAGER

*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, manage and oversee operations of the agency's Housing Programs, including housing assistance (voucher) programs, real estate services programs, agricultural housing programs and client services programs; coordinate assigned activities between Housing Programs and other internal/external partners; create analytical, statistical and narrative reports regarding these programs; develop, administer, and manage program budgets; develop innovative approaches to service delivery; and provide highly responsible and complex administrative support to the Chief Executive Officer.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the CEO or designee.

Exercises direct supervision over Housing Program Supervisors and Client Services Coordinators.

ESSENTIAL FUNCTION STATEMENTS

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

1. Plan, organize and manage the operations of the agency's Housing Programs, including housing assistance, real estate services, agricultural housing; and client services programs.
2. Manage programs that sustain the physical, social, and programmatic viability of Yolo County Housing (YCH) housing developments and voucher services.
3. Establish across all YCH housing operations, policy-appropriate service and staffing levels, and comprehensive minimum standards in support of YCH goals and objectives; monitor and evaluate efficiency and effectiveness of service delivery methods and procedures; and allocate resources accordingly.

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4. Assess and monitor housing operations workloads, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; manage and implement changes with approval.
5. Develop and maintain housing operations policies and procedures; assist in the development of relevant YCH agency policies and procedures to implement Federal, State, and local directives and statutes as needed.
6. Maintain responsibility for housing program employee training, motivation, supervision, and performance evaluation; participate in the selection of program staff and delegate duties as appropriate.
7. Ensure strict compliance of agency programs with Federal and State guidelines and regulations; research and analyze new Federal and State guidelines, assuring timely development and implementation of relevant policies and procedures.
8. Compile, prepare and submit all required reports to federal, state, and/or local authorities in a timely and accurate manner, in collaboration with Housing Program Supervisors. Reports include but are not limited to, Section Eight Management Assessment Program (SEMAP), Public Information Center (PIC), Voucher Management System (VMS) and Public Housing Assessment System (PHAS).
9. Provide quality control and conduct quality control tests, such as SEMAP, for the housing programs and as required by HUD or other funding partner(s). Prepare certification documents as required.
10. Maintain adequate monitoring and reporting systems to ensure quality and timeliness of housing programs work; hold and conduct regular staff meetings, to include communication and training in various YCH policies and procedures, as well as updated Federal, State and local guidelines and regulations.
11. Prepare, administer and monitor housing program budgets; approve the forecast of funds needed by program supervisors for staffing, program services, equipment, materials and supplies; approve expenditures and implement budgetary adjustments as approved.
12. Develop and implement housing program goals, performance objectives, and standards. Develop and implement cooperative strategies among programs within YCH, and with regulatory and funding agencies in coordination with CEO.
13. Research, develop and write grant applications and related funding proposals.
14. Respond to, explain, define, and resolve issues pertaining to YCH programs, policies and activities; negotiate and resolve sensitive and controversial issues in collaboration with human resources and CEO as needed.

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15. Serve as staff on a variety of boards, commissions and committees; research and prepare administrative reports and studies; prepare written correspondence as needed; prepare and present staff reports; attend Board of Commissioners meetings as requested.
16. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of housing services.
17. 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 CEO, Yolo County Office of Emergency Services (OES) and/or the State of California Department of Healthcare Services.
18. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention (IIPP) Guidelines, reporting all injuries within 24 hours to a supervisor or member of the management team; reporting any safety concerns to a supervisor, member of the management team, or member of the YCH safety committee.
19. 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.
20. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, activities, and administration of a comprehensive public housing program.
- Management skills to analyze programs, policies and operational needs.
- Principles and practices of program development and administration.
- Principles and practices of government financing and budgeting.
- Purposes, functions and organization of housing authorities and other local governmental agencies and the functioning of their governing boards.
- Principles and practices of asset management and voucher processes.

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- Principles, practices and regulations of California property management.
- Principles of supervision, training and performance evaluation.
- Federal, State, and local codes, laws, and regulations relevant to public housing agencies.

Ability to:

- Oversee and manage the operations, services, activities, and staff of the housing programs and client services teams.
- Select, supervise, train, and evaluate staff.
- Prepare, review, and present clear and concise reports and correspondence.
- Prepare, administer and provide oversight on complex budgets within established guidelines.
- Devise and implement innovative approaches to maximize organizational efficiency and responsiveness.
- 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, other agency representatives, and the general 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.

Experience and Training Guidelines

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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:

Experience:

- Five years of progressively responsible, professional or journey level housing experience, with at least two (2) years of supervisory experience. Ideal candidate will have at least two (2) years in a public housing authority with Housing Choice Voucher or Public Housing management experience.
- Demonstrated proficiency in preparation of spreadsheets and narrative reports.

Education:

- Bachelor's degree from an accredited college or university with major course work in housing/community development, business administration or a related field is required. Masters degree preferred, or
- An Associate's degree with three years experience in a public housing authority may be substituted for the Bachelor's degree, or
- An equivalent combination of education, training, and experience may be substituted on a two-for-one year basis for the Bachelor's degree.
- Possess a valid Public Housing and/or Housing Choice Voucher Certificate or obtain such certifications 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 25 pounds and climb stairs. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis.

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.

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- Must be insurable by YCH insurance carriers.
- Must provide required proof of legal right to work in the United States.
- 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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