

Housing Authority of the County of San Mateo

JOB DESCRIPTION

Position Title: Housing Programs Supervisor
FLSA Status: Exempt
Union: Not Represented
Creation Date: 6/2009 **Revision Date:** 11/2023

SUMMARY:

The Housing Programs Supervisor supervises and monitors the day-to-day operations of an assigned Team of the Housing Authority of the County of San Mateo (HACSM) and will direct and guide staff to ensure high-quality service delivery and effective use of resources, assist in the development and implementation of policies, procedures, and guidelines used to administer HACSM housing programs. Oversee and supervise the processes and activities of the assigned team which may include inspections, initial eligibility, continued eligibility, special programs, occupancy, customer service, policies and procedures implementation, or other areas as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Plan, direct and coordinate, through subordinate level staff, the department's work plan, review, evaluate and assess workloads, work methods, procedures, and administrative support systems; provide technical expertise and identify opportunities for improvement and resolve problems and direct and implement changes.
- Recruit, train, develop and evaluate staff, conduct regular team and one-on-one meetings to provide guidance to staff on various topics, work with employees to develop skills or correct deficiencies, implement discipline and termination procedures, and monitor service contracts to oversee the performance contract employees (if any).
- Participate in the development of Department goals and objectives, implement and monitor adherence to policies, procedures, work rules and methods, for each assigned program. Work with other management staff to provide feedback on proposed policies and procedures and implementing regulations.
- Ensure compliance with all applicable regulations, standards, policies and procedures. Develop and implement internal mechanisms for the continuing review of programs administered by the team, review the result ant data and make recommendations based on that data.
- May participate in the development of the Administrative Plan and Moving to Work (MTW) Plan and Report and recommend and initiate changes needed in Agency policies, procedures or work plans and implement required changes in existing federal and state programs.

- Review and provide technical expertise with special cases and/or investigative reports alleging program abuse; approve housing program assistance terminations, and refer complex cases, along with a recommended course of action, to the Rental Programs Manager or Planning and Program Innovation Manager. May conduct and/or participate in informal administrative hearings, and formal legal hearings, and work with legal advocates as required.
- Work closely with other HACSM departments, outside public agencies and other sources to coordinate activities, respond to inquiries from the public, and represent HACSM as needed at community, professional, and political events.

BEHAVIORAL COMPETENCIES: *To perform the job successfully, an individual should demonstrate the following competencies:*

Leadership: Provide direction by clearly and effectively setting course of action for the assigned Team and subordinates; and manage performance by providing regular feedback and reinforcement to subordinates.

Managing change: Assist in setting new business directions, partnerships, policies, or procedures and seize opportunities to influence the future direction of HACSM or the overall business operations. Help employees to develop a clear understanding of what they will need to do differently because of changes in the organization; implements or supports various change management activities (e.g., communications, education, team development, coaching).

Values and Ethics: Demonstrate respect of people and HACSM principles; maintain a respectful, diverse, and inclusive work environment where decisions and transactions are transparent and objective, and hold subordinates self-accountable for their actions.

Commitment: Set high standards of performance; pursue aggressive goals and work hard/smart to achieve them; strive for results and success; convey a sense of urgency and bring issues to closure; and persist despite obstacles and opposition.

Customer Service: Meet/exceed the expectations and requirements of internal and external customers; identify, understand, monitor, and measure the needs of both internal and external customers; talk and act with customers in mind; and recognize working colleagues as customers.

Effective Communication: Ensure valuable information is passed to those who need to know; convey necessary information clearly and effectively, orally or in writing; demonstrate attention to, and convey understanding of, the comments and questions of others; and listen effectively.

Analytical: Synthesize complex or diverse information; collect and research data; and use intuition and experience to complement data.

Quality: Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; apply feedback to improve performance; monitor own work to ensure quality.

Responsiveness and Accountability: Demonstrate a high level of conscientiousness; hold oneself personally responsible for one's own work; and do the required fair share of work.

Confidential: Must abide by strict ethical standards, integrity, objectivity and confidentiality when dealing with client personally identifiable information such as identity or financial data and avoid any personal conflicts of interest.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each competency satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the job competencies.*

Education and/or Experience

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

- Equivalent to a bachelor's degree (120 units) in Public Administration/Social Science, Business, or any equivalent degree within a generally related field.
- A minimum of five (5) years professional and administrative experience in public administration as well as programmatic responsibility, or some acceptable combination of education and experience. Preferable that any qualifying experience should include some background in program compliance and HUD reporting.
- Experience which would be equivalent to and substituted for the educational requirements would be from any employment position in which the essential functions of this position were performed, preferably within a Housing Authority, housing non-profit, or government/municipal organization.
- Experience used to satisfy the education requirement must be in addition to any other experience requirement of this position. One (1) year of actual experience in performing the essential functions of this position would be equivalent to one (1) year of the education requirement (30 units).

Job Competencies

- Ability to manage several tasks simultaneously, prioritize work and work under pressure to meet deadlines.
- Extensive knowledge of the key policies, procedures and assigned staff's functions, and ensure high performance of staff.
- Strong problem-solving skills, and the ability to exercise sound judgment and make decisions based on accurate and timely analyses.
- Supervisory practices and principles, and organizational administration and management.
- Project management knowledge and skills
- Knowledge of a variety of interviewing techniques, principles and practices in conducting investigations, documenting findings for use in administrative proceedings and hearings.
- Ability to digest complex issues and explain to others in a concise, straightforward manner; compose/edit documents and effectively express complicated topics.

- Housing-related federal, state and local codes and laws relative to program development; tenant and owner rights and responsibilities related to housing; negotiations techniques and principles.
- The details of the Section 8 Housing Choice Voucher Program programs administered by the HACSM and their rules, regulations, requirements, and guidelines; health, safety, sanitation, and structural factors involved in residential housing.
- Knowledge of the Moving to Work Demonstration program.
- Develop, mentor, and motivate staff with tact and diplomacy, exhibit professionalism and lead by example.
- Local housing market conditions.
- Provides assistance and serves as a back up to other employees of the department as needed.
- Performs other related duties as required.

Language Skills

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. The ability to write reports, business correspondence and procedure manuals; effectively present information and respond to questions from groups of managers, clients, customers, and the public. Excellent oral and written communication skills are required, which include the development and presentation of formal procedures, forms, letters, flyers and training materials for program delivery and compliance.

Reasoning Ability

- Solid knowledge of implementation methodologies.
- Comprehend and interpret complex rules, regulations, and laws.
- Think critically, analyze issues, and make rational recommendations. Plan, problem solve, monitor, and coordinate activities and ensure compliance with established goals; make rapid and sound independent judgments.
- Requires the ability to function in a supervisory capacity for a major organizational unit requiring significant internal and external interaction.
- Identify and respond to community and Board issues, concerns, and needs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have strong computer skills (Microsoft Office, Outlook and Internet) and must be able to learn other computer programs as required. Manage and control the department's database structure to maintain database integrity, accuracy, security, and performance efficiency.

Certificates, Licenses, Registrations

Must have possession of or the ability to immediately obtain and retain a valid California Driver's License and a driving record acceptable to HACSM.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, and attend onsite and offsite meetings. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone.

Physical Ability

Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-15 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Environmental Factors

Performance of essential functions may require exposure to adverse environmental conditions, such as bright/dim light or repetitive wrist motion.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks are performed when circumstances change. This job description replaces all previous descriptions for this position.