

HOUSING PROGRAMS SUPERVISOR

DEFINITION

Under general direction, supervises the activities of Housing Authority staff engaged in the provision of housing assistance, including oversight of assigned functions such as eligibility, inspections, new leases, reexaminations, and terminations; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Housing Programs. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is the supervisory level class in the Housing Specialist series. Incumbents participate in the most complex and sensitive work activities and utilize expert program and operational knowledge to resolve difficult issues by formulating unique solutions. This position functions independently and refers matters to the Director of Housing Programs in unusual situations, such as when there is the potential of legal liability. Incumbents may assist the Director in strategic planning and budgeting. This classification is distinguished from the Housing Programs Director classification in that the latter is responsible for the direction and management of the entire Rental Assistance Department.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, prioritizes, assigns, reviews, and evaluates the work of professional, clerical, and technical staff engaged in housing or related activities and services.
- Provides input in the development and implementation of goals, objectives, policies, and priorities for housing programs; recommends appropriate service levels within Housing Authority policy; recommends and administers policies and procedures.
- Reviews, approves, or recommends approval of employee work schedules, time cards, requests for vacation, sick leave, overtime, and leaves of absence.
- Oversees and participates in the development and administration of Housing Authority programs; ensures that programs comply with Federal and State laws, regulations, and reporting requirements.

- Monitors changes in laws, regulations, and technology that may affect program operations; assists in the implementation of policy and procedural changes as required; informs and educates staff regarding changes.
- Provides training to staff on matters such as new processes, software updates, and verification tools; prepares instructions, documentation, and procedural guides; trains, counsels, develops, and motivates employees in appropriate work procedures, standards, practices, and behavior, including workplace safety.
- Collects input and makes recommendations for the standardization of procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned program service delivery methods; compiles data for the assessment and monitoring of workload and administrative support systems; identifies opportunities for improvement and recommends these to the Director.
- Performs the most complex and sensitive work involved in the Housing Authority's housing programs and eligibility functions; responds to difficult and sensitive public inquires and complaints and assists with resolutions and alternative recommendations.
- Performs a variety of complex data compilation and research; prepares summaries, reports, and correspondence.
- Reviews and processes requests for reasonable accommodation; may maintain related documentation and logs, monitor periodic reviews of approved reasonable accommodations, and prepare reports regarding reasonable accommodations.
- Maintains programs integrity; investigates possible program violations; may prepare cases and represent the Housing Authority in informal hearings; may conduct informal reviews of Housing Authority decisions; assists in scheduling and processing informal hearings for other staff; may assist in monitoring repayment agreements or other conditions of continuing assistance which result from program integrity activities.
- Maintains and applies knowledge of applicable laws, regulations, Department of Housing and Urban Development (HUD) guidelines, and Alameda Housing Authority Administrative Plan, including Fair Housing and Limited English Proficiency (LEP).
- Provides administrative support to the Director of Housing Programs as needed.
- Serves as the acting Director of Housing Programs in the Director's absence.
- Attends department and Housing Authority meetings; participates in a variety of mandatory training activities; obtains housing certificates related to the assignment.
- May participate on special committees.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of effective employee supervision and motivation.
- Project and/or program management, analytical processes, and report preparation techniques; organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Research and reporting methods, techniques, and procedures.
- Public relations techniques.

- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned program(s).
- Methods and practices used in housing assistance and/or social service programs.
- Applicable laws and regulations including those related to fair housing, local housing codes, and guidelines enforced by the Department of Housing and Urban Development.
- Policies, technical processes, and procedures related to the Housing Authority.
- Methods used to conduct housing inspections; specific property conditions that have the potential to endanger the health and safety of occupants.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Housing Authority staff.

Ability to:

- Supervise, motivate, and direct staff.
- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Effectively administer a variety of programs and administrative activities.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Coordinate and oversee programmatic administrative, and compliance reporting activities.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from executive staff with minimal direction.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations as well as applicable Housing Authority policies and procedures.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Use initiative and exercise independent judgment.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in social work, sociology, urban studies, public administration, or a related field; and four (4) years of progressively responsible experience in administering publicly assisted housing programs and/or human and social services provision. One (1) year of the required experience should have been in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid driver's license by time of appointment. Must be able to be insured under AHA's owned automobile insurance policy.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, and to visit various Housing Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.