



NOVEMBER 2023
FLSA: EXEMPT

ASSISTANT DIRECTOR OF PERMANENT SUPPORTIVE HOUSING

DEFINITION

Assist the Director of Portfolio Management to plan, organize, manage, coordinate and lead the administrative direction and oversight for all supportive housing functions and activities of the agency. Under general direction, supervise the activities of Housing Authority (AHA) staff engaged in the provision of permanent supportive housing (PSH) assistance, including overseeing policies and programs to prevent homelessness and maintaining stable housing, especially among special needs populations, assist in developing and coordinating policies within our PSH properties that make supportive housing available, accessible, and effective; provide highly responsible and complex professional assistance to the Director of Portfolio Management in areas of expertise; develop and maintain partnerships with local service providers and community based organizations; and performs related work as required. Will be assigned specific properties to manage through the third party agent.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Portfolio Management. Assists the Director of Portfolio Management to provide leadership, supervision, and direction over assigned professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a professional level, assistant department head classification which participates in all activities of the Housing Authority's PSH programs, including short- and long-term planning, development and administration. 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 Portfolio Management 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 Director of Portfolio Management classification in that the latter is responsible for the direction and management of the entire Portfolio Management Department.

EXAMPLES OF TYPICAL 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.

- Assists with developing, directing, and coordinating the implementations of goals, objectives, policies, procedures, and work standards for the department; establishes, within Housing Authority policy, service and staffing levels.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards.
- Manages all contracts, MOUs and other PSH related agreements documents. Sets policy and procedure for the PSH buildings and acts as the primary liaison with the County of Alameda CES program and VASH program for the AHA owned PSH units. Manages and measures outcomes against those agreements and manages reporting to funders and other agencies.
- 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 supportive 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, timecards, 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. Manages a portion of the agency's portfolio through the third party manager.
- 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, productivity, 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 PSH programs and functions; responds to difficult and sensitive public inquiries 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 the AHA Administrative Plan, including Fair Housing and Limited English Proficiency (LEP).
- Provides administrative support to the Director of Portfolio Management as needed.
- Serves as the acting Director of Portfolio Management 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.
- Leads change management efforts to ensure partners and staff support the implementation of improvements to the supportive housing system.
- Works closely with leadership team to coordinate the collection of input, output and outcome data for the Office's programs and services.
- Partners with City and County departments, local service providers and other community-based organizations to develop a sustainable and responsive supportive housing system by strategically braiding health care, social services, employment opportunities, and other funding and programs with housing development.
- Strategically aligns regional resources by developing and maintaining strong partnerships with City and County partners, other government agencies, service providers and affordable housing developers.
- Represents the Portfolio Management Department with local, state and federal agencies as well as non-profit organizations, on issues related to affordable housing, supportive housing and homelessness.
- Develops and coordinate communication strategies and responses to media inquiries related to supportive housing and homelessness. Represents the agency on a number of homeless and PSH related committees.
- Provides strategic input to the Citywide supportive housing system, including permanent supportive housing, rapid rehousing, homelessness prevention, emergency shelter and transitional housing programs.
- Establishes a culture and policies that support ongoing data collection, data integration and evaluation.
- Supports regional, state and federal policies that reduce homelessness and improve the supportive housing system.
- Performs other duties as assigned.
- Conducts site visits and regular inspections of properties
- Coordinates with onsite case management to ensure that supportive services for residents are accessible and effective.

QUALIFICATIONS

Knowledge of:

- Services reporting requirements for State of California (HCD, CTCAC, CDLAC) service reporting requirements. Also, services and outcome reporting requirements for HMIS, CES (County of Alameda preferred); services and outcome reporting requirements for the Federal Home Loan Bank Affordable Housing Program.
- Principles of PSH, including property and case management.
- Administrative principles and practices including goal setting, program development, implementation, and evaluation of staff.
- 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.
- Principles and practices of organizational leadership, public administration, including personnel management and budgeting.
- Federal, State and local community development programs and private resources available for relocation, rehabilitation, redevelopment and/or new construction.
- Real estate financing and land use strategies to stimulate, facilitate and support the development of affordable and supportive housing units, including methods of analyzing financial and economic feasibility of housing projects.
- Strategies and best practices to fund and deliver effective health and social services in supportive housing settings, including best practices, principles and funding strategies for services to homeless persons.
- Planning and problem-solving methods.
- Successful methods and practices for effective team building and consensus building.
- Principles and techniques of analysis and organizational design are necessary to formulate, implement and monitor service delivery policies and procedures.

- Excellent interpersonal and communication (written/verbal) skills are essential, including 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.
- Analyze and apply trends in the field of affordable and supportive housing, homelessness, health care and social services.
- Plan, motivate, supervise, train and evaluate the work of staff; coach and mentor staff and conduct succession planning activities; and Supervise staff engaged in research, analysis and evaluation of data.
- Develop and implement strategies suited for clients in specialized program areas.
- Work with staff to conduct effective public relations, outreach and information programs.
- Evaluate emergency situations and respond decisively and effectively.
- Demonstrates a practice of respectful communication, authentic collaboration, innovation and transparency.
- Negotiate effective solutions that balance diverse interests and is able to prioritize the needs of people experiencing homelessness while responding to concerns of the community at-large.
- Thrive in an extremely dynamic, fast-paced and high-profile workplace and can effectively manage multiple high priority projects at the same time.
- 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; Solve complex problems and exercise sound judgment under pressure.
- 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 providing Permanent Supportive Housing; some experience with the Housing Choice Voucher (Section 8) program and Low Income Housing Tax Credits (LIHTC) is required, program management experience in this area is preferred. Experience must include at least two (2) years of supervisory experience; three (3) or more years is preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California 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.