

ASSISTANT DIRECTOR OF DATA AND POLICY

DEFINITION

Under general direction assists the Director of Data and Policy or Senior Programs Director to plan, organize, manage, and provide administrative direction and oversight for all functions and activities of the Data and Policy Department. Supervises the activities of Housing Authority (AHA) staff engaged in the provision of housing assistance, and data and policy related issues, including oversight of assigned functions such as eligibility, inspections, new leases, reexaminations, and terminations; provides highly responsible and complex professional assistance to the Director of Data and Policy or Senior Programs Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Data and Policy or Senior Programs Director. Assists the Director of Data and Policy or Senior Programs Director 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 that participates in all activities of the Housing Authority's housing assistance programs, including short- and long-term planning and 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 Data and Policy or Senior Programs Director 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 Data and Policy or Senior Programs Director classification in that the latter is responsible for the direction and management of the entire Data and Policy 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 supervision of staff and direction of Data and Policy Department including maintaining expertise in changing regulations and promptly formulating policies and procedures to comply.
- Will contribute to the agency's work towards and commitment in the areas of data analysis, reasonable accommodations, and assessing agency policies for a disparate impact.
- Assists with creation and management of the department's annual budget and funds needed for staffing, equipment, materials, and supplies.
- Contributes to the overall quality of the department's services by developing, reviewing, and implementing policies and procedures to meet legal requirements and Housing Authority needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Drafts, updates and implements standard operating procedures (SOPs) for all areas of departments' functions. Ensures staff adhere to such SOPs through establishing and monitoring quality control mechanisms.
- Reviews compliance with Federal, State, and funding agency accounting, data management and reporting requirements and applicable laws, regulations, and professional accounting practices.
- Provides support and documents and/or records needed for the completion of applications for grants and funds that may be available to improve or expand services.
- Manages and supervises the work of assigned staff; reviews cost estimates, completion schedules and project implementation budgets; ensures that the department adheres to the agency's procurement policy at all times; reviews and finalizes draft contracts, lease agreements, regulatory agreements, loan documents and other financing arrangements.
- Formulates the annual plan, five-year plan and MTW supplement process. Oversees updates to the Administrative Plan as necessary to meet current regulations and best practices in the industry.
- Assists with all MTW activities ensuring proper data collection, reporting and guiding departments on implementation. Conduct complex policy and data analysis. Maintains an excellent knowledge of the activities of other MTW agencies. Represent the agency at MTW and housing policy related events and forums. Leads, with the team, internal and local communication regarding MTW and other agency policy initiatives.
- Supervises the development of consultant requests for proposals for professional services and the advertising and bid processes for the department for all assigned areas such as MTW; evaluates proposals and recommends project award; coordinates with legal counsel to ensure policy compliance; determines the Housing Authority's needs and requirements for such contractual services; negotiates contracts and agreements and administers same after award in accordance with Agency procurement policies and procedures.

- Provide technical advice to senior management and other departments on HUD funded housing programs, including but not limited to Housing Choice Voucher Program, VASH, Project Based Vouchers, HOME, and Faircloth to RAD.
- Assists with managing the agency's Project Based Voucher Issuance process including data tracking, issuing applications, managing selection and monitoring of PBV awards and reporting on outcomes.
- Assists in, supports or leads a wide variety of projects, committees and agency initiatives as needed.
- Develops the Authority's affordable housing strategies, and programs.
- Measures progress against strategic goals and ensures continuous improvement. Takes appropriate action to correct variances. Uses data to analyze trends and forecast future progress for the Housing Authority.
- Ensures proper implementation of program management and procedures. Reviews and updates internal procedures and communicates changes to staff. Establishes and maintains liaison, as the Authority representative, with professional staff, HUD representatives, the City and County of Alameda, and others included in the implementation of programs and projects.
- May serve as lead project manager for assigned agency projects.
- Develops and markets techniques, strategies and programs to grow housing affordability and manage programs through discussions with agencies of the State and Federal government, the private sector, non-profit agencies and community-based organizations.
- Selects, trains, motivates, and directs assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Represents the department to other Housing Authority departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Participates in and makes presentations to the Housing Authority's Board of Commissioners and a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing assistance, monitors changes in laws, regulations, and other HUD directives as they relate to the area of assignment that may affect the Housing Authority or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.
- Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. The Housing Authority of the City of Alameda reserves the right to change, add, delete, upgrade, or downgrade the position as dictated by business necessity at any time with or without notice.

QUALIFICATIONS

Knowledge of:

- 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.
- 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; some experience with the Housing Choice Voucher (Section 8) program 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.