

CLASS SPECIFICATION

Housing Supervisor
Code Number: _____

GENERAL PURPOSE

Under general supervision, plans, organizes and supervises the work of a unit of housing technical and administrative support staff engaged in performing rental assistance or public housing program eligibility determination, case management and other technical and program support functions to ensure effective program administration and technical compliance with all applicable program policy, procedure and regulatory requirements; may supervise and participate in property management and resident relations functions in public housing units; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents in the class of Housing Supervisor plan, organize and supervise a unit of technical and administrative support staff engaged performing a variety of client eligibility determination, case management and other technical and program support functions in rental assistance or public housing. Incumbents are responsible for monitoring, evaluating, training and ensuring accurate work product from a large unit technical staff, each of whom is handling a heavy client case load involving a high volume of client interviews and client/landlord telephone calls, while ensuring compliance with all applicable regulations, policies and procedures. While supervising and coordinating work to efficiently handle heavy case and work loads, incumbents ensure a quality customer service orientation throughout section operations. In certain assignments, incumbents also are responsible for property-centered functions entailing the management and maintenance of Commission-owned and/or -operated public housing properties. Incumbents in such assignments are on-call on a 24x7 basis to deal with facilities or resident crises and emergencies.

Housing Supervisor is distinguished from Assistant Housing Property Supervisor by the incumbents' responsibility for integrating the work of a large unit of technical and administrative staff engaged in administering the Commission's rental assistance and public housing programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Plans, organizes, controls, integrates and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve section or unit goals and objectives; contributes to the development of and monitors performance against the annual section budget(s); supervises and

participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.

Plans and evaluates the performance of assigned unit staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with Commission personnel policies and Memoranda of Understanding.

Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the section's and the Commission's mission, objectives and Core Values.

Plans, assigns, schedules, supervises and evaluates the work of staff performing program eligibility and annual recertification processes and other standard case management functions; reviews work and conducts periodic quality control audits to ensure that eligibility determinations and rent subsidy calculations are performed accurately, in compliance with all applicable regulations, policies and procedures and to meet stringent processing and notification deadlines; responds to staff questions and provides guidance and direction regarding the application of regulation, policy and procedure in more complicated or ambiguous case situations; advises staff on regulatory, policy and procedure changes and their impacts on work processes and standards; monitors employee productivity data and works with staff to resolve work performance, productivity and/or quality issues.

Plans, assigns, schedules, supervises and evaluates the work of staff performing on-site property management and resident relations functions for a large number of geographically dispersed Commission-owned public housing dwelling units; supervises and takes action to ensure the consistent and fair enforcement of Commission rules, policies and lease agreements; responds to staff questions and provides guidance and direction regarding the application of regulation, policy and procedure and lease provisions in difficult or sensitive resident situations; monitors the completion of schedules for the inspection of dwelling units, facilities and grounds to ensure compliance with all applicable Commission, local, state and federal standards and regulatory requirements; coordinates the resolution of maintenance and repair issues and schedules with other Commission staff and contractors.

Personally responds to escalated client, resident and/or landlord questions, concerns, complaints and issues; explains program requirements, operations and procedures to property owners and landlords; conducts and responds to requests for administrative reviews of staff determinations; approves and issues *Notices of Intended Action* regarding reduction or denial of program assistance; conducts and documents the results of lease violation conferences and conflict resolution meetings with residents; makes determinations and issues *Notices of Intent* to terminate leases or enter *Probationary Amendment* as a result of lease violation issues, up to and including resident eviction; reviews preliminary investigations performed by staff and refers cases of suspected program violation or fraud, when warranted, to appropriate authorities for further action.

Participates in development and implementation of plans, policies, procedures, work processes, forms and materials.

Supervises waiting list development and maintenance, intake screening and eligibility determination and maintenance of “ready pools” for the Commission’s rental assistance and public housing programs; monitors and tracks program lease up and occupancy rates and initiates processing steps to ensure required lease up/occupancy levels are maintained.

Supervises annual HQS and special inspections; supervises and participates in review and approval of property owner rents and requests for rent increases in compliance with *Fair Market Rent* and rent reasonableness requirements; mediates disputes regarding rental rates with property owners; supervises the adjudication of claims for property damage between property owners and clients; reviews and takes action on disputed maintenance charges.

Supervises investigations of alleged program fraud and abuse and preparing cases for hearings before third-party hearing officers; supervises and participates in development and implementation of policies and procedures to carry out the mission and responsibilities of the Program Integrity Unit in a consistent, fair and unbiased manner; represents the Commission on difficult and complex cases and in litigation of cases.

Analyzes current and anticipated changes in housing programs, regulations, policies, procedures, funding source program evaluation performance standards and similar matters; oversees development and implementation of the Housing Assistant training program to ensure a high level of staff competency; participates with section management in compliance monitoring of section programs and processes.

OTHER DUTIES

Maintains logs, records and files associated with assigned responsibilities; prepares statistical, status and productivity analyses and reports.

Responds to facilities and resident emergencies and crisis situations; interacts with and coordinates on-site law enforcement actions in response to resident complaints or suspected criminal activity; may act as management agent and supervise property management activities for housing units being operated by the Commission on a temporary basis.

Conducts move in and Housing Quality Standards (HQS) inspections when required; performs on-site property management and resident relations duties when required because of staff vacancies.

Serves on Commission committees and task forces on program design, development and other issues; performs special assignments and projects as assigned.

May act for a section manager in that individual’s absence.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Commission administrative regulations, policies and procedures and applicable law and regulations governing operations of the Commission's rental assistance and public housing programs; client eligibility determination and recertification procedures, including data elements, uses and operations of the Commission's on-line system; accepted case management practices and procedures; basic dispute resolution and mediation techniques applicable to areas of assigned responsibility; customer service etiquette and techniques; interviewing methods and procedures, especially as they apply to the collection of sensitive personal information; law and regulation applicable to making rent reasonableness determinations; HQS Standards and inspection methods; principles, practices and techniques in conducting investigations and documenting findings for use in administrative proceedings; administrative analysis and research methods and techniques; standard office practices and procedures, including record keeping; principles and practices of sound business communication; principles and practices of effective supervision and staff training; Commission administrative regulations, personnel policies and Memoranda of Understanding.

The ability to:

Plan, assign, schedule, supervise and evaluate the work of assigned staff responsible for a large rental assistance or public housing case load; train assigned staff to ensure performance and productivity in compliance with applicable funding source requirements and program performance standards; define issues, analyze problems, evaluate alternatives and develop sound conclusions and recommendations; organize work, set priorities and exercise sound judgment within areas of responsibility, consistent with applicable rules, regulations, policies and procedures; understand, interpret, explain and apply detailed and complex regulations, policies and procedures governing the administration of subsidized housing programs; make eligibility determinations and rent subsidy calculations accurately and rapidly for difficult, complex cases; communicate clearly and effectively, orally and in writing; prepare clear, concise and comprehensive reports, studies and other written materials; handle client and property owner interactions with courtesy, tact and sensitivity to the issues involved and defuse situations that become highly emotional and volatile; deal effectively with a highly diverse client and customer group; represent the Commission effectively in administrative hearings and similar proceedings; operate a computer, computer terminal and other standard office equipment; establish and maintain highly effective working relationships with managers, clients, residents, property owners, representatives of funding sources and other governmental agencies, employees, community representatives, contractors, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from a four year college or university with major course work in public or business administration, planning, social work or in a closely related field; and three years of progressively responsible experience in the administration of rental assistance or public housing programs, at least at the level of Senior Housing Assistant; or an equivalent combination of training and experience. Lead experience providing work guidance and direction to other staff members is highly desirable.

Licenses; Certificates; Special Requirements:

A valid California driver's license is required for certain assignments. In certain assignments, employees in this class are required to obtain certification as a Public Housing Manager or Certified Resident Manager within six months of date of appointment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands to operate, finger, handle or feel computers and other standard office equipment; and reach with hands and arms. Employees are frequently required to stand and walk; and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read, interpret and analyze detailed, complex data and information; use math and mathematical reasoning; observe people and situations; analyze and solve problems; learn and apply new information; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under stringent and changing deadlines and interact with managers, clients, residents, property owners, representatives of funding sources and other governmental agencies, employees, community representatives, contractors, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees typically work under normal office conditions, and the noise level is usually quiet. In certain assignments, employee regularly drive to public housing unit locations and are exposed to outdoor weather conditions. Such incumbents carry pagers and cell phones and are on-call on a 24x7 basis to respond to facilities or resident crises or emergencies.