

San Diego Housing Commission

Date Adopted: 1/1/99

Date Revised: 7/1/00

CLASS SPECIFICATION **Rental Assistance Manager** **Code Number: _____**

GENERAL PURPOSE

Under policy direction, plans, organizes, manages and directs implementation of the Commission's rental assistance and special purpose housing programs in compliance with all applicable law, regulation, policy and procedure and to meet agency goals, priorities and Core Values regarding customer/client service; provides expert professional assistance and guidance to Commission management on rental assistance programs and regulatory/funding requirements; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for organizing, directing and managing a large, comprehensive rental assistance program to SDHC clients, in full compliance with all applicable law and regulations and consistent with the highest levels of funding source program performance quality. The incumbent is also accountable for special purpose housing programs and for providing managerial leadership to ensure that program services are delivered in a manner which makes optimal utilization of available funding and staff resources in serving its clients and, at the same time, instills a quality customer service orientation throughout section operations.

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 the Rental Assistance Program Department; with staff, develops, implements and monitors long-term plans, goals and objectives focused on achieving the section's mission and assigned priorities; supervises and participates in development of and monitors performance against the annual section budget(s); manages, directs and participates in the development, implementation and evaluation of plans, policies, processes, systems and procedures to achieve annual goals, objectives and work standards; with staff, establishes activity measures and measurements of accountability for the section; prepares board reports and makes presentations before the Housing Commission and Housing Authority.

Plans and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; within Commission policy, provides compensation and other rewards to recognize performance; takes 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 supervisors and staff to ensure a high-performance, customer service-oriented work environment that supports achieving the section's and the Commission's mission, objectives and Core Values.

Develops, implements and administers comprehensive rental assistance programs and special purpose housing, policies, guidelines and procedures, consistent with local, state and federal requirements and sound professional program management principles and practices; confers with and coordinates the implementation of programs, policies and practices with managers and supervisors; provides expert advice to managers and supervisors on a wide range of program management and regulatory compliance issues, many of which involve sensitive community relations issues and local political priorities.

Directs development and maintenance of program waiting lists and intake screening and eligibility determination processes designed to ensure that budgeted lease up levels required by funding sources are met and maintained and resources optimally utilized.

Directs and oversees the section's client case management functions, including eligibility determinations, annual re-certifications, interim adjustments, client move processes, portability client procedures and related processes, to ensure full compliance with all applicable program and regulatory requirements, quality customer service delivery and completion of a high volume of work accurately and rapidly to meet stringent processing and notification requirements; directs the establishment of and monitors audit and quality control procedures to ensure cases of program violation or fraud are identified and resolved in accordance with funding source requirements.

Directs the completion of annual Housing Quality Standards inspections and oversees processes to ensure compliance with *Housing Quality Standards* and rent reasonableness requirements; oversees the adjudication of property damage claims between property owners and clients.

Directs, monitors and evaluates the processes of the Program Integrity unit, responsible for review and resolution of cases of alleged program violation or fraud; ensures the timely investigation of cases and presentation of investigative findings and recommendations to third-party hearing officers.

Directs, manages and participates in the analysis of current and anticipated changes in rental assistance programs, regulations, policies, procedures, funding source program evaluation performance standards and similar matters; directs and manages the development of proposed changes to Commission programs, Administrative Plan, policies and procedures for review and implementation; oversees the maintenance and updating of program and client forms and their procurement.

Directs and oversees development and implementation of the Housing Assistant training program and on-going staff training and development processes to ensure a high level of section staff competency.

Interprets Commission and funding source regulations, policies, procedures and precedents for managers, supervisors and employees; interacts with funding source officials locally and at the national level to resolve regulatory and administrative/program management issues and interpretations.

Monitors developments in areas of responsibility; analyzes proposed state and federal law, regulations and court decisions for their impact on Commission practices and operations; recommends and implements policy and procedure changes consistent with requirements; directs or conducts research and analysis of rental assistance program needs, recommends appropriate organizational responses and implements programs.

OTHER DUTIES

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Commission administrative regulations, policies and procedures and applicable law and regulations governing operations and management of the Commission's rental assistance programs; client eligibility determination and re-certification procedures and the uses and operations of the Commission's on-line system; principles, practices and procedures of case management; methods and procedures for establishing and monitoring program "eligibility" and ACC budgets; dispute resolution and mediation techniques applicable to areas of assigned responsibility; principles and practices of public administration, including budgeting, purchasing and maintenance of public records; research methods and statistical analysis techniques; principles and practices of computer-based client record keeping and program management systems; principles and practices of sound business communication; theory, principles and practices relating to implementation and management of an effective Program Integrity unit, including the conduct of investigations, documentation of findings and presentation of cases in administrative proceedings; organization and functions of a public board; trends and practices in rental assistance programs; Commission administrative regulations, personnel policies and Memoranda of Understanding; principles and practices of effective management and supervision.

Ability to:

Analyze and make sound recommendations on complex program management, operational and regulatory compliance issues; plan and direct a large, comprehensive rental assistance program; understand, interpret, explain and apply Commission, local, state and federal policy, law, regulation and court decisions governing the Commission's rental assistance programs; present proposals and recommendations clearly and logically in public meetings; represent the Commission effectively in negotiations and other dealings with funding source officials on a variety of issues; evaluate program management and operational practices and make sound recommendations for improvement; develop and implement appropriate procedures and controls; prepare clear, concise and comprehensive correspondence, reports, studies and other written materials; exercise sound, expert independent judgment within general policy guidelines; establish and maintain effective working relationships with all levels of management, clients, property owners, funding source representatives and other governmental officials, employees, the public and others encountered in the course of work; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations and with a highly diverse client and customer group.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, planning, social work, or a closely related field; and eight years of progressively responsible rental assistance or program management experience, at least five of which were in a supervisory or management capacity; or an equivalent combination of training and experience.

Certificates; Licenses; Special requirements: A valid California Driver's License and the ability to maintain insurance under the San Diego Housing Commission's vehicle insurance policy.

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, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

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, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with all levels of management, clients, property owners, funding source representatives and other governmental officials, employees, the public and others encountered in the course of work, some of whom may be dissatisfied, angry and/or abusive.

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.

The employee works under typical office conditions, and the noise level is usually quiet.