

SENIOR PROGRAMS DIRECTOR

DEFINITION

Under administrative direction, plans, organizes, implements manages, evaluates, and provides direction and oversight for all functions multiple Departments including ensuring quality control and timely delivery of programs and projects. Coordinates assigned activities with other Housing Authority departments, officials, outside agencies, and the public; fosters cooperative working relationships among Housing Authority departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Executive Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Executive Director or Deputy Executive Director. The work provides for a wide variety of independent decision-making, within legal, budget, and general policy and regulatory guidelines. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a department head classification that oversees, directs, and participates in all activities of multiple departments to implement strategies, evaluate, and grow the Housing Authorities programs and projects. Successfully perform quality control and review of work that contributes to the overall success of the organization through various responsibilities and duties and lead the Housing Authority's programmatic related functions. Responsibilities of the class also include short and long-term planning, development, and administration. While this is a department head position, incumbents will be required to perform project manager responsibilities for specific development projects as needed.

This class performs on behalf of the Executive Director or Deputy Executive Director in a variety of administrative, programmatic, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, public agency functions and activities, real estate finance, entitlements and construction, affordable housing regulations, and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering Housing Authority goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right 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.

- Develops the Authority's affordable housing strategies, and programs, and assumes full management responsibility for departmental programs, services, and activities.
- 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.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within Housing Authority policy, appropriate budget, service, and staffing levels.
- 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.
- Prepares, develops, and implements short and long-range plans for the agency and its various programs and activities.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs 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.
- May administer assigned programs through agreements with the City or County of Alameda or other governmental entities.
- May act on behalf of, or in their absence in lieu of the Executive Director or Deputy Executive Director to the overall quality of the department's service 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.

- 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.
- Directs the maintenance of working and official departmental files.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Executive Director.
- Participates in internal Housing Authority occupational safety and emergency planning activities.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

Knowledge of:

- Federal, state and local funding sources for affordable housing programs including but not limited to: Housing Choice Voucher program LIHTC, affordable housing compliance and project based vouchers. Understanding of best practices for affordable housing programs and Public Housing Authorities.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budgetary, contract administration, Authority-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs, principles and practices of public agency government administration.
Principles and practices of program development and management in a public agency setting.
- Federal, State, and local regulations for neighborhood improvement and housing programs, including Housing Choice Voucher Program, LIHTC, HOME Funds, and other subsidy programs; and application requirements and procedures, budgeting, reporting and accounting requirements.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Technical, legal, financial, and public relations problems associated with the management of Housing Authority programs.

- Modern office practices, methods, computer equipment and computer applications.
- Techniques for effectively representing the Housing Authority in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and Housing Authority staff.

Ability to:

- Manage multiple departments and/or key functions of the agency as needed with or without additional direction from the Executive Director or Deputy Executive Director. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for departments and the Housing Authority.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel, delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of Housing Authority programs.
- Conduct effective negotiations and effectively represent the Housing Authority and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- 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 modern office equipment including computer equipment and specialized software applications programs.
Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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:

- Graduation from an accredited four-year college or university with major coursework in architecture, planning, construction management, urban planning, engineering, business or public administration or a related field, *and*
- Seven (7) years of administrative or management experience in the affordable housing programs management and/or PHA management including four (4) years of supervisory experience.
- Possession of an advanced degree is desired.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California driver's license by time of appointment and ability to meet the driving record requirements for coverage under agency's auto liability 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 project and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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 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 weighing 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.