

Housing Assistance Director

General Definition of Work

Performs complex professional work directing, managing, and supervising rental assistance programs, budgets, records and reports, maintaining effective communication with stakeholder groups, amending policy and procedural administrative plans for rental assistance programs, and related work as apparent or assigned. Work involves setting policies and goals under the direction of the Executive Director. Departmental supervision is exercised over all personnel within the department.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

Manages and supervises department operations and staff; hires, trains, supervises, evaluates, and disciplines, staff; recommends promotions and terminations; develops and administers departmental and program budgets; oversees the administration of departmental programs.

Performs administrative duties related to the rental assistance programs; develops, forecasts, and administers the budgets; develops internal quality controls; develops and amends program policy documents; procures and maintains appropriate software to track program data.

Evaluates and determines course of action for reasonable accommodation requests, fair housing and discrimination complaints, informal hearings, and state and federal court cases; acts on behalf of or as a representative of the agency at court hearings; receives and resolves complaints from clients.

Ensures program compliance with various local, state and federal laws, mandates and regulations; amends programs to adhere to changing legal compliance issues.

Interprets federal, state, and all other applicable regulations to ensure ongoing program compliance for all aspects of housing assistance and agency owned properties with federal and/or state assistance. Develops and amends relevant policy documents on a timely basis.

Compiles and submits various program related correspondence, records, reports, and files; seeks additional program funding by applying for and securing grants.

Analyzes and forecasts budget data for proper utilization, anticipates needed changes in accordance with program requirements; conducts and analyzes research on utility usage, rental occupancy and rental market trends; anticipates needed changes in accordance with program requirements; seeks additional program funding as necessary by applying for and securing grants; coordinates timing of assistance payments and other various program requirements with other departments and other external agencies, and acts as a resource for other departments regarding program information.

Maintains communication with various stakeholder groups including landlords, property owners, local, state and federal government officials, similar professionals within the County and external agencies.

Acts as a housing inspector, when necessary, including a quality assurance housing inspector as specified under applicable programs.

Acts as a representative of the agency; prepares for and attends various meetings, ongoing trainings, and workshops in order to keep abreast of current trends or changing legal regulations.

Housing Assistance Director

Dept/Div: *Housing Assistance*

FLSA Status: *Exempt*

Attends required agency meetings, including preparation of written and oral presentations at the Board of Commissioners meeting; gives requested updates and written and verbal reports of department activities.

Knowledge, Skills and Abilities

Competencies required:

Comprehensive knowledge of real estate and property management; thorough skill leading mission driven change; thorough skill building strategic relationships; thorough skill leading other people; comprehensive skill managing work processes; thorough skill managing human resources; thorough skill managing financial resources; comprehensive skill managing programs; comprehensive skill serving program clients; ability to display analytical and critical thinking skills; ability to display proficient communication skills; ability to display project management and organizational skills; ability to use standard computer equipment.

Other knowledge, skills and abilities required:

Comprehensive knowledge of general laws and administrative policies, practices and procedures governing rental assistance programs; comprehensive knowledge of housing contracts and other legal documents associated with the maintenance of rental housing; thorough knowledge of the practices, methods and laws relating to municipal operations; comprehensive skill composing standard correspondence related to rental assistance programming; comprehensive skill analyzing data and creating user friendly guides or informational materials; comprehensive skill creating and administering a budget; general skill operating standard office equipment and applicable hardware and software; thorough skill composing grant materials and administering funds received; thorough skill operating standard housing inspections software; ability to apply regulation to a client file; ability to project usage and budget based on current data; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to prepare informative operational reports; ability to plan, organize, direct and evaluate the work of subordinate employees; ability to communicate complex ideas, both orally and in writing; ability to write and facilitate grant funding; ability to establish and maintain effective working relationships with staff, vendors, residents, elected officials, other state and federal housing agencies and their representatives and the general public; ability to respect and relate well to people from varied backgrounds, understand diverse worldviews, and be sensitive to group differences; ability to see diversity as an opportunity, and challenge bias and intolerance.

Education and Experience

Bachelor's degree with coursework in social work, housing, or related field and extensive experience working with state and federal rental assistance programs, as a housing specialist with supervisory experience, or equivalent combination of education and experience. Master's Degree preferred.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires sitting, reaching with hands and arms and lifting and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, tasting or smelling and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arms' length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Public housing manager certification required within one (1) year of hire.
HCV housing manager certification required within one (1) year of hire.
Valid driver's license in the State of Minnesota.
Data Security Training Annually

Last Revised: 8/3/2021