

**PROGRAM MANAGER**

**DEFINITION**

Under general direction, plans, organizes, coordinates and supervises the work of staff within a major housing program; manages Section 8, public housing and supportive housing services functions; resolves problems and conflicts with tenants and represents the Marin Housing Authority (MHA) with community groups; researches grant and/or funding options, develops grants budgets, monitors HUD budget or internal operations budgets as assigned; and performs other related work as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director level. Provides general and direct supervision to professional and support staff.

**CLASS CHARACTERISTICS**

This management level class is responsible for the daily program operations of an assigned major housing program. Incumbents in this class work within established state and federal laws, ordinances, policies and guidelines, and operate independently when dealing with a wide range of client-related or programmatic issues. Incumbents assist in the planning and development of the program budget and are responsible for monitoring budgets on an ongoing basis. Assignments may include management of one or more MHA properties, Section 8 voucher programs or supportive housing services programs including the daily supervision of assigned staff.

**EXAMPLES OF DUTIES (Illustrative Only)**

- Plans and directs program daily operations and staff of a major low-income rental assistance and/or supportive housing services program.
- Performs and supervises staff in analysis; monitoring, and evaluating programmatic procedures to ensure compliance with HUD rules and ordinances; monitors compliance with federal regulations and agency policies and procedures.
- Supervises, directs and coordinates the work of subordinate staff, evaluates program effectiveness; reviews staff's work and conducts performance evaluations; makes recommendations on hiring and disciplinary actions as necessary.
- Plans, coordinates, supervises, reviews, and evaluates the work of subordinate staff; trains staff in work procedures and provides policy and procedural guidance, training and interpretation to staff.
- Provides continuing training to staff on reviews and changes in related federal and state laws, policies, procedures and guidelines.
- Represents the agency with outside agencies and organizations; interprets program goals to the community and assists in the development and acquisition of community resources as a method of reaching program goals.
- Assists in developing and implementing goals, objectives, policies, procedures and work standards for the program to which assigned.
- Exercises various management duties that relate to property management of the assigned complexes.
- Collaborates with other agency managers in coordinating the activities of professional and technical staff.

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- Explains and implements new or revised housing programs, changes in priorities, policies and procedures to staff and program participants.
- Resolves operational difficulties experienced by subordinate staff through meetings and problem solving techniques.
- Hears and resolves complex or sensitive tenant conflicts or questions and complaints regarding rents, program procedures, damage claims, property maintenance and program violations.
- Works closely with professional staff to ensure participants in supportive housing services maintain housing status and oversees related Medi-Cal billing functions.
- Coordinates administrative and operational functions within the assigned program including monitoring and developing budgets within approved and mandated guidelines.
- Develops working relationship with appropriate tenant groups, community personnel and agencies to identify needs, resolve problems, and improve responsiveness of housing services.
- Participates in developing Housing Authority policies, procedures and program objectives.
- Perform other related work as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of management necessary to direct, evaluate and perform housing program services.
- Federal housing laws, ordinances, rules and regulations; Marin Housing Authority policies and programmatic procedures.
- Personnel management, public services employee relations, and supervisory techniques.
- Principles and techniques of teambuilding, goal setting and effective management methods of staff.
- Current residential property management practices and principles.
- Basic budgetary and accounting methods and techniques, funding sources and allocation processes as well as grant development and writing.
- Goals of local agencies, which administer public housing programs or social services for low-income persons; needs, problems and attitudes of socially and economically disadvantaged groups.

### **Skill in:**

- Interpreting policies and procedures and explaining and applying Housing Authority program rules and regulations.
- Demonstrating initiative, strong managerial and organizational skills, judgment, discretion and in making independent decisions.
- Using initiative and independent judgment within general policy guidelines and defining problem areas, analyzing data, preparing formal recommendations and carrying out solutions.
- Planning, organizing, supervising, reviewing and evaluating the work of professional and technical staff and training staff in work procedures and providing for their professional development.
- Monitoring and developing assigned budgets and administrative procedures.
- Establishing rapport and maintaining effective working relationships with tenants, landlords, and representatives from private and other public agencies, community interest groups, coworkers and multi-disciplinary staff.
- Preparing clear and concise program documentation, correspondence, and reports and directing the maintenance of accurate records and files.

- Operating standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

**Education and Experience:**

Any combination of education and experience that would provide the knowledge and skills listed. Typically, equivalent of a four-year degree from an accredited college or university in sociology, public administration, or a closely-related field and three years of progressively responsible experience in property management, social services administration, or related field that includes one year in a supervisory or lead capacity.

**License and Certification:**

Some assignments may require possession of a valid California class C driver's license and have a satisfactory driving record.

Possession of a Public Housing Manager's Certificate or the ability to become a certified public housing manager with one year may be required for some assignments. An equivalent certificate can be substituted.

**Physical Demands:**

While performing the duties of this job the employee is frequently required to sit for extended periods of time, talk and hear within standard ranges. The employee is required to walk, use hands to finger, handle, or feel objects, tools, or computer controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Work is performed in a normal office setting with moderate noise levels or within public housing residential facilities and buildings. Travel to a variety of housing sites may be necessary within the course of work.