

HOUSING AND HOMELESS RESOURCES MANAGER

Definition:

Under general direction plans, organizes, manages and coordinates the activities of the Housing and Homeless Resources Division of the Community Development Department; acts as an advisor to appointed officials on all housing-related and homeless services issues; performs a variety of complex and difficult professional-level duties; supervises housing rehabilitation, new low and moderate income housing projects and community development and home purchasing programs; manages the City's homeless services strategies in conjunction with local government agencies, law enforcement, community stakeholders, and nonprofit/community based organizations; supervises assigned staff, manages the division budget and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Manages the City's Community Development Block Grant (CDBG), Home & Investment Partnerships (HOME) funding sources and affordable housing projects and ensures compliance with applicable requirements.

Supervises and participates in the preparation of applications for Federal, State and local Affordable Housing Funding, and ongoing tax-exempt mortgage revenue bond financing.

Administers the preparation and implementation of the City's housing stock evaluation system and formulation of long and short term housing preservation development plans and strategies.

Oversees implementation of the Housing Element and Consolidation Plan, including reporting requirements.

Promotes the City's housing programs and available funding to the public.

Manages and participates in housing loan processing, counseling and field inspection operations.

Negotiates with funding agencies to obtain the most suitable form and level of funding with housing developers and architects to ensure compliance with completed projects for compliance with regulations.

Analyzes, interprets and evaluates loan policy/processing procedures for rehabilitation, purchase and block grant programs and related regulations.

Directs and participates in the preparation of loan/grant applications and related documents, agenda letters, public notices, request for proposals and a variety of reports.

Secures applicable environmental clearances as required by Federal, State and local laws.

Assesses Housing and Community Development Program performance and makes recommendations to loan and advisory committees, property owners, contractors, lenders and applicable officials.

Negotiates, administers and coordinates Affordable Housing services with other agencies and community organizations.

Monitors, develops and recommends policy in the area of homelessness.

Manages and participates in the development and implementation of goals, objectives, policies and priorities related to homelessness strategies.

Provides written analysis, evaluation and recommendations regarding homelessness programs and proposals.

Coordinate homelessness policy and long-term planning with other local government agencies, law enforcement, city staff and community based organizations.

Represents the City at various public forums as required to discuss homelessness and related topics.

Conducts visits to areas impacted by homelessness and communicates with persons experiencing homelessness.

Investigates concerns and complaints and responds to problems and inquiries concerning work activities and program administration and resolves problems and disputes.

Staffs citizen advisory committees; coordinates, conducts and attends a variety of committee, community group and task force meetings, makes oral and written presentations and represents the City as assigned.

Recommends and implements division priorities, programs and objectives.

Manages the selection of, trains, supervises, evaluates and provides direction to assigned staff.

Administers the expenditure of division funds, implements the division budget and reviews and reconciles applicable operating expenditures; oversees, prepares and maintains a variety of budgets and mandated reports related to housing programs.

Coordinates work projects with other division and departments as applicable.

Provides technical assistance and information to the public and representatives of committees and groups.

Operates a personal computer and uses applicable software to produce a variety of reports and correspondence.

Drives a vehicle on City business.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Conducts on-site inspection of housing projects as needed.

Lifts and moves boxes of records weighing 30 pounds or less.

Class Characteristics:

Housing and Homeless Resources Manager is a single incumbent division manager position in the Community Development Department with responsibility for the safe, efficient and effective operation and administration of the Housing and Homeless Resources Division.

Contacts and Relationships:

The Housing and Homeless Resources Manager establishes and maintains contact with staff in the Community Development Department and staff in other City departments. Additional contact will occur with the elected officials, local law enforcement, government agency representatives, nonprofit/community based organizations, businesses, members of the public including persons experiencing homelessness, housing groups, committees and other public agencies.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Advanced principles, concepts, practices, procedures and techniques of affordable housing, building inspection programs, and homelessness services strategies.

Legal requirements and economic principles associated with contract administration, affordable housing and community development programs.

Development, rehabilitation and replacement housing.

Building construction methods, materials and costs.

Culture of the community to be served.

Social, legal and related programs, resources and services available to the homeless community.

Method of identifying the community needs.

Nonprofit and community based services related to homelessness.

Effective management and supervisory techniques.

Customer service, conflict resolution and interviewing techniques.

Applicable housing, building, and health and safety codes and regulations.

Local housing markets and available financing programs.

Federal and state loan and grant programs and related requirements.

Public outreach strategies and techniques

Budgeting methods and procedures.

Computer applications related to area assigned.

AND

Ability to:

Develop and present policy and strategy recommendations and oral and written presentations to applicable commissions, committees, stakeholder group, and to the City Council.

Direct and participate in the research, compilation and analyses of a variety of complex data and draft guidelines, strategies, ordinances, procedures and related material.

Direct, participate in and present oral and written staff reports including technical activity and statistical reports, and policy recommendations to the City Council, stakeholder groups and other groups as needed.

Interpret and apply federal, state and local policies, procedures, and laws and regulations.

Supervise, administer and coordinate the processing and documentation of housing applications, construction contracts and loan agreements.

Initiate and carry out required procedural assignments and use independent judgment and initiative.

Manage, supervise, train and evaluate and provide technical advice to staff.

Adhere to multiple deadlines and handle multiple projects.

Understand and carry out oral and written instruction and use independent judgment and initiative; make sound decisions in accordance with established procedures and policies.

Establish and maintain effective relationships with those contacted in the course of work including but not limited to law enforcement, elected officials, judiciary officers, community organizations, nonprofit representatives, federal, state, county and local agency representatives.

Handle job stress and maintain composure.

Meet the public with courtesy and tact.

Operate a personal computer and use applicable software.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Bachelors Degree in Public Administration, Economics, Social/Behavioral Sciences, Business Administration or a related field from an accredited college or university.

AND

Experience:

Five years of progressively responsible professional experience in housing and community development programs or related public service activities to include three years of supervisory or lead experience. Program management experience in a non-profit or community based organization providing housing assistance or homelessness services is desirable.

Special Requirements Include:

Valid and appropriate California driver license and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible and at times irregular schedule including evenings, holidays, and weekends to accommodate City needs.

The City of Fullerton's Conflict of Interest Code requires that the Housing and Homeless Resources Manager file financial disclosure statements in accordance with state and local laws.

Per California Code §3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required,

Other:

A graduate degree or some completed graduate level coursework in Management, Business Administration, Public Administration or a related field from an accredited college or university is preferred but not required,

Physical Tasks and Working Conditions Include the Following:

Work is performed indoors in an office environment and outdoors in the field. When work is performed outdoors and in the field there may be exposure to the elements as well as related health hazards to include blood and other bodily fluids/products and human borne parasites. An incumbent drives a vehicle on City business, sits for extended periods of time, uses a computer, keyboard and related equipment, stands, walks, reaches, bends, twists, kneels, reaches and grasps, and may lift and carry boxes of records weighing 30 pounds or less. When in the field, an incumbent may walk on slippery/uneven surfaces and slopes, crouch, twist, climb ladders and stairs and be exposed to construction materials and dust. An incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Exempt – Administrative/Professional.

Revised February 2019 and title changed from Housing and Neighborhood Services Manager

Established April 2015