

# Rental Assistance

# Rental Assistance Assistant Director

Dept/Div: *Housing Assistance*

FLSA Status: *Exempt*

## General Definition of Work

Performs difficult professional work assisting with the management and administration of rental assistance programs, continuum of care planning and programs, cooperating and programmatic policies, plans and procedures. Performs a variety of program administration functions including management and quality control, special programs, grant administration, owner outreach and public relations activities, and related work as apparent or assigned. Work is performed under the general direction of the Housing Assistance Director. Divisional supervision is exercised over the Rental Assistance Specialists,

## 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

Assists Director with overall management of department operations including supervising department staff, including hiring, training, evaluating and disciplining staff; recommends promotions and terminations. Assists with preparation and monitors departmental and program budgets; oversees the administration of departmental programs.

Performs administrative duties related to the rental assistance programs; monitors and recommends changes to the budgets; performs internal quality controls; recommends changes in program policy documents; researches and maintains appropriate software to track program data.

Assess and implement appropriate customer service practices and protocols, including determination of relevant information, method of communication, and performance benchmarks, responsible for evaluation of customer service performance of rental assistance staff.

Acts as the Director in his/her absence, provides back up to rental assistance staff when out of the office for extended periods of time.

Evaluates and determines recommendations 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.

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

Monitors ongoing program compliance for all aspects of housing assistance and agency owned properties with federal and/or state assistance. Recommends changes and amends relevant policy documents on a timely basis.

Compiles and submits various program related correspondence, records, reports, and files.

Analyzes 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; completes funding applications and tracks results. Supervises rental assistance staff to provide timely assistance payments and billings in coordination with finance department.

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.

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.

Reviews and determines course of action for tenants facing termination. Prepares and presents informal hearings for department.

Prepares service agreements. Provides Quality Assurance to Service Coordinators.

Develops, updates, and presents Public Housing Annual and Five-Year Plan. Assists with the development of the MTW Supplement to Annual Plan. Participates in the research and development of the MTW plan. Assists with implementation of MTW plan.

Facilitates HUD required Resident Advisory Board (RAB). Plans, sets agenda, and facilitates RAB meetings as necessary to communicate and receive feedback on Public Housing Annual and Five-Year Plan and MTW Supplement.

## 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; comprehensive skill managing human resources; comprehensive 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 rental assistance 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 administering a budget; comprehensive skill operating standard office equipment and applicable hardware and software; 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 human services, social work, housing, public administration, or related field and considerable experience working in social work, housing, housing compliance, 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 sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires reaching with hands and arms and lifting and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling 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; 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

Rent Calculation and Eligibility for HCV and Public Housing upon hire  
HCV Occupancy and HCV Executive Management within one (1) year of hire.  
HQS certification upon hire  
Valid driver's license in the State of Minnesota.  
Data Security Training Annually

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