



HOUSING AUTHORITY  
COUNTY  
OF SAN BERNARDINO



**Assistant Director  
of Housing Services**

### **Mission Statement:**

**HACSB empowers all individuals and families in need to achieve an enriched quality of life by providing housing opportunities and resources throughout San Bernardino County.**

## **THE COUNTY**

Located in the heart of Southern California, San Bernardino County is home to over two million residents. We thrive on the diversity of our communities, where families enjoy affordable housing, excellent K-12 schools and easy access to community resources such as hospitals, libraries, parks and airports. The County offers a variety of "live, work, play" lifestyle options, short commutes, a safe, clean and healthy environment, access to a variety of retail and entertainment choices, and cultural and educational enrichment opportunities through museums, theater and local universities such as California State University San Bernardino, University of Redlands, and California Baptist University. Our natural geography, with snowcapped mountains, flowering deserts, crystal lakes and pristine valleys, and ideal Southern California climate allows our residents to enjoy a variety of outdoor activities such as hiking, boating, and skiing year-round. Adjacent to Los Angeles and Orange Counties, we are but a short drive away from Southern California's premier beaches, resort destinations, and major metropolitan centers. As an employer, the Housing Authority of the County of San Bernardino strives to provide its employees work life balance, where in addition to excellent career opportunities, a supportive work environment, and lucrative compensation and benefits, they are able to enjoy all we have to offer.

## **THE HOUSING AUTHORITY**

The Housing Authority of the County of San Bernardino (HACSB) is one of the most progressive housing authorities in the Country and also the largest provider of affordable housing in San Bernardino County. HACSB proudly owns and/or manages programs with approximately 13,000 housing units and vouchers combined to serve approximately 25,000 people, the majority of whom are seniors, individuals with disabilities, veterans, and children. Unlike other health and human services programs, HACSB provides housing assistance based on the number of vouchers and public housing units for which are authorized and funded through the U.S. Department of Housing and Urban Development (HUD). The demand for housing that is affordable for all income ranges is omnipresent. San Bernardino County needs 72,032 more affordable rental homes to meet current demand. Therefore, HACSB works diligently on increasing the supply of not only affordable housing, but also housing that's affordable for the local workforce. The current budget is approximately \$140 million.

**Moving to Work:** In March 2008, the Housing Authority became one of only 1% of housing authorities nationwide to be designated as a Moving to Work (MTW) demonstration site by the U.S. Department of Housing and Urban Development (HUD).

**GOVERNANCE:** The Board of Governors of the Housing Authority of the County of San Bernardino includes the five County Board of Supervisors plus two Tenant Commissioners.

To learn more about the Housing Authority of the County of San Bernardino, go to: [www.hacsb.com](http://www.hacsb.com)

Here is a link to our latest annual report with information on our agency: <http://www.hacsb.com/news-reports/annual-reports>

## **THE POSITION**

The Assistant Director of Housing Services reports to the Director of Operations and is responsible for the day-to-day direction and administration of the Housing Choice Voucher (HCV) program, including planning, managing and coordinating program activities, evaluating operations, and developing recommendations. This position manages the technical functions of the various HCV programs, Continuum of Care grants and agency waiting lists; works with the Director of Operations in the development of policies and procedures for the programs; assures compliance with federal, state, local and HUD/HACSB policies and procedures; and plans, develops and supervises special projects.

This position is responsible for the supervision of approximately 40 staff within the department of Housing Services' three regional offices. The incumbent is responsible for performing managerial activities in accordance with the organization's personnel policies, priorities, procedures, and applicable laws. The responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.

### **Essential Functions**

- Develop and implement budgets, procedures, goals and objectives for Housing Services offices. Assist in development of policies and long term objectives for the department as a whole.
- Implement policies and procedures, including monitoring and communicating progress, operational training and compliance and follow-up on areas needing attention as they relate to the positions area of responsibility.
- Provide day-to-day supervision of staff; plan, prioritize, assign and review the work; work with employees to correct deficiencies; recognize and reward good performance; and prepare performance evaluations. Monitors within Housing Authority policies appropriate service and staffing levels; ensures staff is fully trained; and allocates resources accordingly.
- Administer the overall functions of the departments of the housing services programs, including managing the established budget, administration of agency waitlists, initial eligibility determination, subsidy issuance, leasing and re-certifications. Performs detailed and in depth analysis of housing services programs success and utilization, including applicant pools, success rates and other related information for programs.





- Oversee policy and procedural revisions under the responsibility of the position and related correspondence with clients, landlords, and other public agencies.
- Ensure program compliance with applicable HUD regulations, applicable state and local regulations, and HACSB's Administrative policies and procedures.
- Provide technical expertise, information and assistance to the Director of Operations regarding Housing Services programs; recommend the formulation and development of policies and procedures relating to Housing Services. Oversee and monitor the review and revision of payment standards, allowances and general housing programs policies and procedures.
- Develop, recommend, and coordinate the implementation of goals, objectives, policies, procedures, and work standards for areas of assignment that further the success of the Housing Services programs and the agency mission and vision.
- Communicate with HUD representatives, other agency administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts, and exchange information.
- Make presentations to and educate service providers, strategic partners and the general public regarding housing programs; serve as representative of HACSB at external meetings.
- Provide courteous, respectful, honest, timely and professional information to all Housing Authority staff, program participants, visitors and partners for all Housing Services activities in accordance with Housing Authority Customer Service Policies.
- Plan, develop, supervise and monitor special projects assigned by the Director of Operations. Perform other related duties as assigned.

## **THE IDEAL CANDIDATE**

The ideal candidate will be a bold, progressive, and customer-focused leader with excellent communication and interpersonal skills who can motivate and inspire staff, foster a high performing and team-oriented work environment, and provide guidance and employee development while ensuring a culture of accountability, integrity and respect. A propensity to understand and implement complex policies and governmental regulations is required. The successful candidate will have a proven track record and demonstrate the desire to encourage employee engagement, collaboration, and open dialogue. While experience in housing is beneficial, it is critical that the next Assistant Director of Housing Services be a relationship builder with effective leadership and management acumen; a positive presence with a commitment to excellence.

## **Key Competencies and Attributes**

- Knowledge of and ability to comprehend Federal (HUD), state and local laws, codes and regulations pertaining to housing programs, waiting list maintenance, eligibility and occupancy.
- Ability to prepare clear and concise reports and accurate statistical records.
- Legal and administrative problem-solving techniques associated with the management of rental assistance and affordable housing programs.
- Uncompromising integrity and ability to maintain strictest confidentiality.
- Champions the mission, culture and objectives of the organization.
- Demonstrates value and respect for all employees.
- High energy and enthusiasm.
- Performs effectively as a team player. Values the ideas and opinions of others and routinely collects their input as part of the decision-making process.

## Qualifications

- Bachelor's degree in public/business administration, behavioral science, or related field.
- Five (5) or more years of experience in a public sector or highly regulated working environment interpreting and applying government regulations.
- Four (4) or more years of experience in a human service delivery program coordinating social service programs for low income families or similar environment.
- Two (2) or more years of supervisory experience. Equivalent combination of education, training and experience will be considered.

## SALARY AND BENEFITS

The salary range for this position is **\$107,222 - \$131,883**, commensurate with experience and qualifications. In addition to salary, the position receives Management Incentive Pay of \$450/mo. and a cell phone allowance of \$80/mo.

### Benefits include:

**Retirement:** The retirement benefit for CalPERS "classic" members is 2.5% at 55 and for "new" members is 2% at 62.

**Medical:** Regular full-time employees are eligible first of the month after date of hire. Insurance provided through CalPERS. Agency pays 85% for employee + dependents coverage. Ten optional plans offered.

**Dental:** Regular full-time employees are eligible first of the month after date of hire. Dental coverage is with First Dental Health administered by The Principal Group. Agency pays 100% employee coverage. PPO offered with benefit coverage levels at 100 / 80 / 50. Orthodontia coverage available at 50% up to \$1,500.

**Vision:** Regular full-time employees are eligible first of the month after date of hire. Vision coverage is available through Superior Vision Plan. Agency pays 100% employee coverage.

**Group Life Insurance, Accidental Death and Dismemberment (AD&D) and Long Term Disability (Lincoln Financial Group):** Regular full-time employees are eligible the first of month after date of hire. The Agency pays 100% of the cost for employee Group Life, AD&D and Long Term Disability Insurance. Employees also have the option to buy additional life insurance through Lincoln Financial Group.

**Employee Assistance Program (EAP):** Regular full-time employees are eligible the first of month after date of hire. The Housing Authority of the County of San Bernardino pays 100% of the cost for the EAP.

**Vacation:** Employees accrue 3.08 hours (80 hours/yr) per pay period from year one through four of employment. All hours will accrue from date of hire. Employees are eligible to use vacation as it is accrued.

**Sick Time:** Regular full-time employees accrue 4.15 hours (12 days/yr) per pay period. All hours will accrue from date of hire. Employees are eligible to use sick time as it is accrued.

**Holidays:** The Housing Authority of the County of San Bernardino observes 14 holidays in a calendar year. Regular full-time and part-time employees are eligible upon date of hire.

**Work Schedule:** The agency works a 9/80 work schedule. The entire agency is closed the second Friday of each pay period. Standard hours are 7:30 a.m. – 5:30 p.m. with some flexibility depending on location working at.

## APPLICATION AND SELECTION PROCEDURE

**The final filing date is Friday, October 18, 2019.** To be considered for this exceptional career opportunity, submit your résumé, cover letter, and a list of five work-related references, as well as the size of staff and budget you have managed. Résumé should reflect years and months of employment, beginning/ending dates as well as relevant work experience. Please apply directly at: <https://executivesearch.cpsshr.us/JobDetail?ID=552>



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Résumés will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. CPS HR Consulting will report the results to the Housing Authority. The Agency will then select candidates to be interviewed by a panel. A final interview process may be scheduled for selected candidates along with extensive reference and background checks. For additional information about this position please contact Frank Rojas.

