



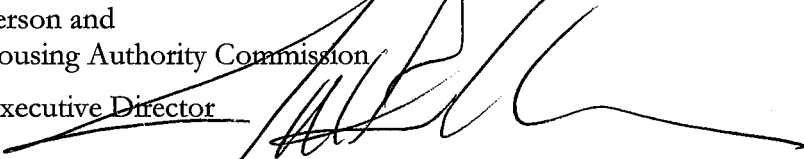
Berkeley Housing Authority

1936 University Ave., Suite 150, Berkeley, CA 94704

Office of the Executive Director

Item 7.B
NEW BUSINESS
May 11, 2017

To: Honorable Chairperson and
Members of the Housing Authority Commission

From: William Wilkins, Executive Director 

Subject: Establishing the BHA Administrative Assistant/Family Self-Sufficiency (FSS)
Coordinator and BHA Section 8/Housing Choice Voucher Supervisor Classifications
effective June 18, 2017

RECOMMENDATION

Approve a resolution to establish the BHA Administrative Assistant/Family Self-Sufficiency (FSS) Coordinator and BHA Section 8/Housing Choice Voucher Supervisor Classifications effective June 18, 2017.

BACKGROUND

BHA ADMINISTRATIVE ASSISTANT/FAMILY SELF-SUFFICIENCY COORDINATOR

HUD, through 24 CFR 984.105 mandates PHAs must operate a Family Self Sufficiency (FSS) program of the minimum program size determined in accordance with the regulation. BHA is required by the regulation to administer 37 mandatory slots in the program under the Section 8 Housing Choice (HCV) Program.

In April 2010, HUD approved BHA's request for a 3-year exception from implementing the Family Self-Sufficiency program due to staffing limitation, and because the agency had been deemed "troubled" in the HCV and Low Rent Public Housing programs. When the waiver expired three years later, BHA applied for another 3 years, and in May 2013, the request for extension was approved with the caveat that prior to expiration date of the exception period (May 2016), BHA would be required to submit to HUD a new FSS Action Plan and begin enrolling participants to fulfill the 37 mandatory slots. Absent an FSS Coordinator, the BHA Executive Assistant assumed the responsibility of administering and managing the FSS Program, including conducting orientation, intakes, and action plan development and computer system set up without any additional compensation.

The BHA Administrative Assistant classification was established in February 2008. This classification is an advanced-level paraprofessional classification working under limited supervision, performing a full range of complex, non-routine functions that require substantive knowledge and

understanding of the programs and activities of the BHA, and the exercise of judgment. Due to the complexity and nature of the functions and assignments, this classification is categorized as a confidential and unrepresented classification. However this classification was abolished in February 2008 with the establishment of the “BHA Executive Assistant” classification.

Rather than hiring a full time FSS Coordinator, staff is recommending establishing a BHA Administrative Assistant/FSS Coordinator, a blended classification that will be responsible for providing high level and confidential administrative support, as well as case management of all 37 FSS participants. This classification will remain a confidential and unrepresented classification, with a five-step salary range of Step (A) \$5,651, (B) 5,964, (C) \$6,289, (D) \$6,618 and (F) \$6,938; and will be eligible for overtime provisions of the Fair Labor Standards Act.

BHA SECTION 8/HOUSING CHOICE VOUCHER (HCV) SUPERVISOR

The BHA Section 8/Housing Choice Voucher Supervisor is responsible for the supervision of the Section 8/HCV rental assistance housing program. The incumbent supervises staff, and has responsibility for occupancy, which administers rental subsidy programs including: applicant intake, eligibility determination, annual reexaminations, voucher issuance, negotiation and execution of lease and contract documents, and customer services functions. This class is distinguished from the BHA Housing Occupancy Manager in that the scope of assignments at the BHA Section Housing Choice Voucher Supervisor level are primarily focused on supervision of the Section 8/Housing Choice Voucher Program only.

This classification will have a five-step salary range of Step (A) \$6,130, (B) 6,438, (C) \$6,759, (D) \$7,098 and (E) \$7,526; and will be eligible for overtime provisions of the Fair Labor Standards Act.

RATIONALE FOR RECOMMENDATION

The existing Housing Specialists (now down to three staff) do not have the capacity to take on additional tasks required in administering the FSS program. Rather than hiring an additional Housing Specialist, staff is recommending the establishment of a BHA Section 8/Housing Choice Voucher (HCV) Supervisor.

In addition, the Housing Occupancy Manager was responsible in supervising all of the Federal and State programs (Section 8, Moderate Rehabilitation, Low Income Public Housing and State Rental Housing and Construction Program), however, BHA became a Section 8 only agency when the disposition of the public housing units was completed in 2014. Establishment of a BHA Section 8/HCV Supervisor would allow flexibility for appointments at a lower class (and salary) where scope of responsibility is now smaller.

FISCAL IMPACTS OF RECOMMENDATION

The FYE 2017-2018 draft budget includes a BHA Administrative Assistant/FSS Coordinator at the lowest step of the range (Step A), and a BHA Section 8/HCV Supervisor at Step E. Unfortunately, BHA is not yet eligible to apply for FSS Coordinator funding at this time. Nevertheless, it must apply to HUD’s Notice of Funding Availability (NOFA) as soon as it becomes eligible. The funding shall significantly cover the salary and benefits of the BHA Administrative Assistant/FSS Coordinator.

CONTACT PERSON

William Wilkins, Executive Director, Berkeley Housing Authority, 981-5471
Jesy Yturralde, Finance Manager, 981-5488

Attachments:

1. Resolution
2. Draft Classification Description-BHA Administrative Assistant/FSS Coordinator
3. Draft Classification Description-BHA Section 8/HCV Supervisor

BERKELEY HOUSING AUTHORITY
RESOLUTION NO. 17-_____

ESTABLISHING A (1) BHA ADMINISTRATIVE ASSISTANT/FAMILY SELF-SUFFICIENCY (FSS) COORDINATOR, AND (2) BHA SECTION 8/HOUSING CHOICE VOUCHER (HCV) SUPERVISOR CLASSIFICATION EFFECTIVE JUNE 18, 2017

WHEREAS, the Berkeley Housing Authority Board of Commissioners is vested under the California Health and Safety Code to create classifications and establish salaries and health and welfare benefits for employees of the Berkeley Housing Authority; and

WHEREAS, the Executive Director of the Housing Authority has recommended creation of new blended classification, the BHA Administrative Assistant/Family Self-Sufficiency (FSS) Coordinator; and

WHEREAS, the Executive Director of the Housing Authority has recommended creation of new classification, the BHA Section 8/Housing Choice Voucher (HCV) Supervisor; and

WHEREAS, the blended BHA Administrative Assistant/FSS Coordinator classification will assume a dual role of an Administrative Assistant and FSS Coordinator

NOW THEREFORE, BE IT RESOLVED by the Berkeley Housing Authority Commission that a new classification of BHA Administrative Assistant/Family Self-Sufficiency Coordinator, with a five step salary range of \$5,651, \$5,964, \$6,289, \$6,618 and \$6,938 is approved, effective June 18, 2017.

FURTHER RESOLVED by the Berkeley Housing Authority Commission that a new classification of BHA Section 8/Housing Choice Voucher Supervisor, with a five step salary range of \$6,130, \$6,438, \$6,759, \$7,098 and \$7,526 is approved, effective June 18, 2017.

The foregoing Resolution was adopted by the Board of the Berkeley Housing Authority on May 11, 2017 by the following vote:

Ayes:

Noes:

Absent:

Attest: _____
William Wilkins, Secretary

Berkeley Housing Authority
Established: May 11, 2017
DRAFT

BHA ADMINISTRATIVE ASSISTANT/FAMILY SELF-SUFFICIENCY (FSS) COORDINATOR

DEFINITION

Under direction, performs varied, complex and confidential support tasks, coordinating and directing diverse elements or work processes, that require the use of independent judgment, and contributions to continuous service improvement efforts; and performs related duties as assigned. Additionally, as the Family Self-Sufficiency Coordinator is responsible in managing, counseling and evaluating a caseload of participants in the Family Self-Sufficiency (FSS) program. Interacts with participants directly to promote self-improvement and self-sufficiency. Responsible for planning, organizing, directing and execution of various residents and community events. Also responsible for evaluating the delivery of services and implementation of strategies, which improve the quality of life for participants of the Berkeley Housing Authority's FSS Program.

CLASS CHARACTERISTICS

This position is an advanced paraprofessional and required to perform the full range of duties of office support, additionally performs a wide variety of complex, non-routine support by one or more of the following:

- Accountable for achieving targeted results, performance, quality service standards and preparing appropriate analyses. Negotiates and develops partnerships with community service providers and local business. Obtains and manages funding and other resources necessary to support the work of the Family Self-Sufficiency Program.
- The duties performed require knowledge of basic principles and methods of one or more technical or professional fields.
- Incumbents have independent responsibility for a comprehensive function, service or program requiring the determination of appropriateness of actions in several administrative tasks.

This class is distinguished from the BHA Executive Assistant in that the scope and complexity of assignments at the BHA Administrative Assistant level are of a wide variety, routinely requiring determinations of appropriateness, or incumbents must have an extensive in depth knowledge of policies and procedures. Due to the complexity and nature of the functions and assignments, this classification is categorized as confidential and unrepresented classification.

The FSS Coordinator has responsibility for managing a caseload of Family Self-Sufficiency participants from orientation, intake and Action Plan development, through completion and

graduation. This class is distinguished from the Housing Specialist by the provision of services related specifically to the Family Self-Sufficiency program goals and objectives.

EXAMPLES OF DUTIES

BHA ADMINISTRATIVE ASSISTANT

1. Administer a technical operation which requires the independent application of specialized knowledge in the completion of administrative task;
2. Research, compile, tabulate and perform elementary analyses of factual data for a wide variety of administrative or program support projects, and produce statistical and narrative reports;
3. Review documents for completeness and compliance with policy and regulations;
4. Explain complex and changing policies to customers, communicate with a wide range of constituents;
5. Provide support and coordinate complex work of management team, providing technical assistance, ensuring that project deadlines are met;
6. Work cooperatively with other team members, receiving, sharing and critiquing information, soliciting input, identifying issues, and recommending problem solving solutions;
7. Organize meetings and travel for management staff;
8. Lead responsibility for providing administrative support to the Housing Authority Board of Commissioners, including preparing agenda and board packets, attending the meetings, recording the proceedings, performing follow-up, and record keeping functions.
9. Support to Human Resources Management function including (a) new hire and termination process for employees; (b) maintaining confidential employee files, including updates of critical information; (c) coordinating time cards, leave requests and accrued employee leave; and (d) interpreting administrative and operating policies and procedures for employees.
10. Main point of contact for all Authority's contracts.
11. Monitor inventory of various office supplies and printed materials; and ensure sufficient stock is available at all times.
12. Perform related other duties as assigned.

FAMILY SELF-SUFFICIENCY COORDINATOR

1. Provide Family Self Sufficiency information to prospective participants and the public.
2. Provide case management services including orientation, intake, Action Plan development/revision, contract signing, progress evaluation, assistance and graduation, through regular meetings with program participants.
3. Explain client responsibilities and monitor performance in the Family Self Sufficiency program.
4. Develop materials, forms and brochures concerning program activities; and conduct group meetings and presentations.
5. Compile statistics, develop reports, and provide information and data to HUD, the Board, and other Management staff.
6. Compile, maintain and update resources and lists of service providers in the community, for referral of clients.
7. Attend and participate in meetings with City departments, non-profits and other public agencies relating to Self Sufficiency activities, including coordination of Program Coordinating Committee.
8. Document files and computer records regarding program participants. Coordinate housing program activities with other Authority staff.

9. Identify operational problems or suggestions for improvements and report them to management.

QUALIFICATIONS

Knowledge of:

1. Federal, state and local rules relating to assisted housing programs, particularly the Self Sufficiency program.
2. Counseling, evaluating, interviewing, coaching and motivational techniques.
3. Human Resources functions, including hiring and termination procedures, time card record keeping, some benefits oversight.
4. Oversight of Board packet development, and Board membership.
5. Computer systems, word processing, database, and spreadsheet software such as accounting, calendaring, referral and project management systems.
6. Office management practices and procedures, business letter writing.
7. Recordkeeping and reporting procedures.
8. Customer service, dealing with a wide range of clientele. Bi-lingual in a 2nd language a plus.
9. High level organizational skills, with an ability to multi-task.

OTHER REQUIREMENTS

Must be able to travel to various locations within and outside of the City of Berkeley to meet the program needs, and fulfill the job responsibilities. When driving on BHA business, the incumbent is required to maintain a valid California driver's license and satisfactory driving record is required.

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:

Equivalent to completion of two years of college and three years progressive responsible staff support work. B.A. a plus.

BHA SECTION 8/HOUSING CHOICE VOUCHER (HCV) SUPERVISOR

DEFINITION:

Reporting to the Executive Director, the BHA Section 8/Housing Choice Voucher Supervisor is responsible for the supervision of the Section 8/HCV rental assistance housing program. Supervise all HCV staff. Demonstrate strong cognitive ability in assessing and evaluating problems. Apply all rules and regulations to provide order, fairness and equality. Contribute towards the achievement of the Authority's goals and objectives. Execute contracts for new and existing property owners. Generate monthly reports on the status of the Section 8/HCV program. Performs supervisory, and administrative tasks involved in planning, organizing, coordinating, and directing efforts to provide low-income housing through Federal rental assistance housing programs.

CLASS CHARACTERISTICS

The incumbent supervises staff, and has responsibility for occupancy, which administers rental subsidy programs including: applicant intake, eligibility determination, annual reexaminations, voucher issuance, negotiation and execution of lease and contract documents, and customer services functions.

This class is distinguished from the BHA Housing Occupancy Manager in that the scope of assignments at the BHA Section Housing Choice Voucher Supervisor level are primarily focused on supervision of the Section 8/Housing Choice Voucher Program only.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed, level of technical complexity of the assignment(s), and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

1. Responsible in managing a caseload of Section 8/Moderate Rehabilitation program participants.
2. Serves as the main point of contact for Section 8 portability vouchers.
3. Directly supervises the HCV staff, delegates work assignments, and evaluates performance of employees;
4. Interpret HUD Section 8/HCV regulations and program guidelines to ensure the Authority's compliance with all requirements, with guidance from the Executive Director;
5. Administers Section 8/HCV subsidy programs, ensuring the provision of appropriate services to tenant and owner clients in accordance with federal, state and local regulations, Board policies, and administrative regulations and procedures;
6. Establish and monitors corrective measures to ensure compliance with HUD regulations, BHA policies and to improve quality;
7. Plans, organizes, assigns, directs, reviews and evaluates the work of professional, technical, and administrative support staff, and participates in the selection, training, and discipline of staff;
8. Identifies, develops and monitors staff responsibilities and activities to ensure continued development and improvement of workflow processes;

9. Solicits prospective landlords and owners to participate in the Section 8 Housing Choice Voucher Program;
10. Prepares PIC submissions and reports for submission to HUD and the Berkeley Housing Authority Board;
11. Handles difficult client and landlord cases and resolves difficult situations;
12. Develops and maintain relationships and collaborations with a variety of related organizations to provide excellent customer service;
13. Perform related duties as required.

QUALIFICATIONS

Knowledge of:

1. Federal housing programs, laws and regulations, including owner and tenant eligibility requirements;
2. Principles and methods of administration, including goal setting, policy and procedure development, work and program evaluation and discipline;
3. Housing Authority programs and operations, including Section 8 housing programs, quality standards and eligibility requirements;
4. Housing needs and social economic problems of low and moderate-income families.
5. Customer service, dealing with a wide range of clientele. Bi-lingual in a 2nd language a plus.
6. High level organizational skills, with an ability to multi-task.

Skills in and ability to:

1. Plan, organize, assign, direct, review, and evaluate the work of assigned staff;
2. Select, motivate, and evaluate staff and provide for training and professional development;
3. Develop and implement goals, objectives, policies, procedures and work standards and internal controls;
4. Exercise sound independent judgment within general guidelines;
5. Prepare, clear, concise, and complete reports and other written correspondence;
6. Establish and maintain effective working relationships with those contacted in the course of the work;
7. Resolve conflict in a precise and timely manner;
8. Present ideas and recommendations in a clear, tactful and effective manner.

OTHER REQUIREMENTS

Must possess a valid California driver's license and have a satisfactory driving record. This classification requires the ability to travel within and outside of the City limits to perform assigned duties and responsibilities. This classification requires an ability to work variable hours including evenings, weekends and holidays as may be required to perform assigned duties and responsibilities.

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:

Equivalent to completion of two years of college and three years progressive responsible staff support work. B.A. a plus.