

Deputy Director of Special Programs for the Division of Tenant Resources

About the Agency:

HPD is entrusted with fulfilling these objectives through the goals and strategies of “Housing Our Neighbors: A Blueprint for Housing and Homelessness,” Mayor Adams’ comprehensive housing framework. To support this important work, the administration has committed \$5 billion in new capital funding, bringing the 10-year planned investment in housing to \$22 billion—the largest in the city’s history. This investment, coupled with a commitment to reduce administrative and regulatory barriers, is a multi-pronged strategy to tackle New York City’s complex housing crisis, by addressing homelessness and housing instability, promoting economic stability and mobility, increasing homeownership opportunities, improving health and safety, and increasing opportunities for equitable growth.

Your Team:

The Division of Tenant Resources (DTR) is responsible for the administration of rental subsidy programs at HPD. These programs consist of the Section 8 Program also known as Housing Choice Voucher (HCV), which consists of regular tenant-based, Enhanced and Project-Based Vouchers (PBV); our federal rental subsidy programs (Moderate Rehab Section 8, Moderate Rehab Single Room Occupancy (SRO), Continuum of Care (CoC)-Shelter Plus Care (SPC)) and the City-funded New York 15/15 program. Through these programs, HPD serves approximately 40,000 households in all five boroughs through the participation of over 9,000 landlords. DTR is responsible for initial application screening, eligibility requirement confirmation, processing vouchers and ongoing administration of rental subsidy.

The Policy and Special Programs Unit within DTR is responsible for developing and communicating agency policy related to these rental assistance programs. The unit also manages the following special programs for HCV families: *Housing Choice: HPD’s Mobility Counseling Program* (a program aimed at participating families who would like to move with their voucher to higher opportunity neighborhoods), *Family Self Sufficiency* (an innovative program that provides a financial incentive for families to achieve stability and independence through education, employment, and financial management goals), the *Homeownership Program* (for families to who wish to purchase a home), *Emergency Housing Voucher* (provides housing search support for a subset of voucherholders) and the *Homelessness Prevention Program* (works with vulnerable participants to prevent eviction and loss of HCV subsidy).

Your Impact:

The Deputy Director of Special Programs’ role is critical to ensuring coordination and that program goals are met among and within the various programs in the Special Programs unit. The Deputy Director will play a major role in providing analytic, policy development and program management guidance for the team, and in coordination with HPD’s partner agencies. The selected candidate will also work with DTR’s Policy Unit to ensure HUD regulations governing the administration of the HCV program and are consistently incorporated into special programs’ operations. This may include studying best practices, monitoring legislative and regulatory updates and providing reports to the DTR team on impact of policy changes.

Your Role:

Key responsibilities include:

- Develop policy documents that outline the agency’s plans to increase special program participation
- Develop operations’ guides for staff
- Identify resources for staff for potential referrals to existing and new partner agencies
- Identify program participant needs and develop plans with partner agencies to improve coordinated service delivery
- Develop a more robust housing search support system for HPD voucher holders searching for homes
- Supervise Emergency Housing Choice Voucher liaisons and a Repayment specialist within the Housing Preservation Prevention program

The Department of Housing Preservation & Development and the City of New York is an equal opportunity employer.

- Determine lessons learned from the Emergency Housing Voucher program's provision of housing search support to improve the experience of property owners
- Research and respond to funding opportunities to increase resources available to special programs
- Seek partnership opportunities – funded and otherwise - to further support the work of the Special Programs Unit, particularly in homelessness prevention and improving homeownership opportunities
- Receive and respond to inquiries from internal and external stakeholders
- Present DTR's special programs to landlords and other stakeholders in trainings and forums, including as new policies are rolled out or for refreshers on application or recertification processes
- Incorporate external communications into long-term planning and goal-setting
- Identify knowledge gaps or potential training areas for service providers and work develop email or communication templates to communicate and reinforce best practices
- Translate inquiries or complaints from tenants or feedback from staff into proposals for improving communication, including in the form of updates to forms and notices, staff training, and conference templates
- Assist with special projects and initiatives at the discretion of the Director

Preferred Skills

- Strong written and oral communication skills
- Excellent analytical and interpersonal skills
- Experience creating policy documents, procedures, proposals and reports
- Social Work and Case Management experience
- Prior experience with the Housing Choice Voucher or other tenant-based voucher programs
- Prior experience in real estate industry as property manager or housing service provider
- Comfort with electronic databases, survey design and analysis of responses will be key requirements for the position.

A writing sample must be submitted with the Job application.

How to Apply:

Please go online and apply at www.nyc.gov/careers . Search for **JOB ID# 545467**

City Employees: Apply through the Employee Self Service portal (ESS) at www.nyc.gov/ess. Search for **JOB ID# 545467**

Salary for this position is: \$74,650 - \$85,847

NOTE: Only those candidates under consideration will be contacted.

NYC residency required