

Deputy Director of Project Based Programs for the Division of Tenant Resources

About the Agency:

The New York City Department of Housing Preservation and Development (HPD) is the nation's largest municipal housing preservation and development agency. Its mission is to promote quality housing and diverse, thriving neighborhoods for New Yorkers through loan and development programs for new affordable housing, preservation of the affordability of the existing housing stock, enforcement of housing quality standards, and educational programs for tenants and building owners.

Your Team:

The Division of Tenant Resources is responsible for administering multiple rent subsidy programs. Some are tenant based, such as Section 8, also known as the Housing Choice Voucher (HCV) program, provides federal funding to eligible low-income families for rental assistance toward decent, safe, and affordable housing in a neighborhood of their choice. Others are project-based, such as the federally funded Project Based Voucher (PBV), Mod Rehab, Mod SRO and Continuum of Care- Shelter Plus Care and the city funded NYC 15/15 programs. The Project Based Programs team has about 45 staff among the four teams that administer each of these rent subsidy programs. Together they are responsible for the review and processing of subsidy applications, income recertifications, household changes, transfers, accommodations, and other activities to maintain the ongoing rental assistance to assisted tenancies. The unit is also responsible for contract maintenance for the project-based rent subsidies. This includes coordination with owners and property management to respond to requests for contract modifications, provide performance monitoring, and contract renewals.

Your Impact:

The Deputy Director of Project-Based Programs will be responsible for providing high-level leadership, supervision, and guidance to the staff to administer multiple rent subsidy programs (Section 8, other federal, and City rental subsidy programs). They will be a key partner across a wide range of complex policy and procedural development projects, representing the unit and providing feedback and insight from their knowledge of both staff procedures and the various rental subsidy programs. They will focus on long-term planning and goal setting to both develop individual staff and bolster the unit's overall operations and customer service.

Your Role:

Key responsibilities include:

Policy, Procedure, and Technology Management:

- Develop an expertise and deep knowledge of the unit's rental subsidies, particularly the differences and similarities with Section 8—including regulations, internal policies and procedures, underlying missions, and relevant stakeholders
- Represent the unit in internal division meetings and working groups; the Deputy Director must be able to provide input and feedback on broad agency or division policies or procedures to ensure that they are developed and rolled out in a way that fits with all subsidy programs
- Represent the Director in meetings with other HPD divisions, particularly HPD Development, Asset Management, and Legal, on high-level matters including program changes, pipeline, and compliance monitoring or audits
- Work with QA, Project Managers, and others to identify and implement policy or procedure changes for applications, annual or interim certifications.
- Coordinate and oversee coordination with HPD divisions around the rollout of technology enhancements and changes, including digital recordkeeping, workflow management, and other systems.

Supervision and Staff Development

- Supervise and lead the unit's four Coordinators and their teams of 6-7 Team Leaders and 27-31 Case Managers, Administrative Support Specialists, and temporary staff, including hiring, onboarding, appraisals, coaching, growth and development, training, and discipline
- Monitor unit workloads, accuracy, and performance to identify new training topics and new policy or procedure questions that may need to be reconciled within the Division
- Lead the unit's senior team to develop new trainings, demos, and guidance to maintain and build program knowledge across subsidy programs
- Working with Coordinators and Team Leaders, identify technical skillset or knowledge gaps for individual staff or across the unit as the division's technology evolves and its operations move to a paperless, workflow management and recordkeeping system
- Manage unit performance, including by using workload analyses and other tools to either create or build plans to meet performance targets—including external and pre-set standards like HUD's SEMAP standards, contract utilization, or audit compliance; and HPD-driven service level expectations.
- The Deputy Director will work closely with the Director to propose long-term goals for the unit, including setting priorities and expectations.

Communications and Inquiry Management:

- Receive and respond to inquiries from internal and external stakeholders.
- Participate and present in trainings, forums, and presentations to landlords and other stakeholders, 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 in service providers and work with Project Managers to develop email or communication templates to communicate and reinforce best practices for navigating HPD processes
- Translate inquiries or complaints from tenants or feedback from staff into proposals for communications changes, including updates to forms and notices, staff training, and communication or conference templates

Preferred skills:

- Strong communication skills both oral and written
- Ability to effectively multi-task
- Strong computer knowledge (Word, Excel, and Access)
- Strong Organizational Skills
- Exceptional project management, organizational, analytical, quantitative, and qualitative skills.
- Comfortable self-starting assigned projects
- Knowledge of Rental Subsidies or Section 8 Subsidy Preferred
- Bilingual a Plus

How to Apply:

Please go online and apply at <http://www.nyc.gov/careers> . Search for **JOB ID# 534871**

City Employees: Apply through the Employee Self Service portal (ESS) at <http://www.nyc.gov/careers>. Search for **JOB ID# 534871**

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

NOTE: Only those candidates under consideration will be contacted.

NYC residency required