

DIRECTOR OF OPERATIONS (TEMPORARY HOUSING ASSISTANCE)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, through subordinate managers and program staff, plans, directs and implements department wide operational policies, procedures and protocols for the administration, compliance, reporting and tracking of temporary housing programs and services falling under the Office of Housing and Temporary Assistance. Reporting to the Commissioner and/or executive staff in the Department of Social Services, this position serves as part of the department's management team in directing all temporary housing services operations. Responsibilities include directing staff in the preparation of forecasting models, requests for proposals, contracts, and managing shelter and other housing program operations through multiple vendors. Further, this position serves as the primary liaison between the department and shelter/housing program providers and municipalities where sites are located by ensuring adherence to federal, state and local housing regulations and codes relating to public health, mental health and housing needs. Additionally, this position works to ensure that all contractual agreements with shelter and other housing providers are in place and functioning as intended. This position exercises considerable decision-making authority in working with managers across functional lines to coordinate and track services to customers falling under the Temporary Assistance and Child Welfare divisions to coordinate those services with the housing services provided by the Office of Housing and Temporary Assistance. In this regard, work involves managing the operations of the OTHA by working closely with the Directors of Child Welfare and Temporary Assistance divisions to ensure the effective coordination of services for clients and to optimize existing housing resources. Supervision is exercised over managerial, programmatic and support services staff.

EXAMPLES OF WORK: (Illustrative Only)

Works with the Commissioner and executive staff in the continuing development and implementation of department wide operational standards relating to the administration of all housing programs, including the request for proposal process, contractual procedures, performance measurement, monitoring and reporting standards;

Develops and implements OTHA wide RFP, contract and administrative protocols; ensures mandated reporting and compliance measures are met, and the appropriate management of shelter/housing provider relationships; ensures the implementation of changes to federal and state guidelines relating to contractual and processes as needed;

Advises the Commissioner and executive staff on all matters pertaining to the operation of all temporary housing shelter services through division reporting measures and by meeting regularly with program staff; ensures executive staff is kept abreast of current operations and aware of problems and/or emergent needs of the community;

Serves as the primary operational manager for facilities providing shelter services to clients receiving departmental services by maintaining substantial liaison with municipal officials and shelter providers; resolves issues as they arise and directs staff in corrective action measures;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Implements program performance measurement and evaluation tools for contracted services to ensure effective service delivery and to evaluate the success of process changes; ensures the consistent application and use of evaluative tools used for all shelter/housing providers on a department wide basis;

Works collaboratively and across functional lines of authority with Directors and Managers in the Temporary Assistance and Child Welfare divisions to coordinate services in an effort to optimize housing resources and to resolve cross-service delivery issues as identified;

Organizes and conducts quarterly OTHA strategic planning sessions with executive staff and senior level managers to discuss division programming, service delivery, mandatory reporting and administrative processes to ensure the effectiveness thereof and to develop modifications as needed;

Makes recommendations to the Commissioner and executive staff on programming and service changes, and provides technical advice regarding the implementation thereof, as well as the possible impact of such changes;

Directs and participates in the analysis of trends for homeless programs and services with a view towards modifying and streamlining existing service delivery systems relating to housing programs on a department wide basis; works with Directors and Managers of Temporary Assistance and Child Welfare to coordinate the implementation of service modifications;

Ensures that recommendations for changes to service delivery systems for housing programs are in compliance with all laws, rules and regulations as set forth by New York State, Office of Temporary and Disability Assistance and the Federal government; ensures the Commissioner and executive staff are aware of the impact of such changes;

Directs and participates in the review all potential housing facilities while considering the physical layout of same, as well as the various zoning and housing codes pertaining to the municipality where potential sites are located to determine and recommend appropriate sites for Single Shelters, Family Shelters, Drop-ins and scattered site transitional units;

Directs and participates in performing research to identify new housing opportunities in Westchester County communities to address homeless needs;

Works with staff to develop housing program budgets; recommends resource allocations based upon changes in State and Federal mandates and/or funding levels and directs program staff in the implementation of service delivery modifications;

Provides advice and consultation to the Commissioner on high profile cases related to OTHA by gathering and evaluating all pertinent information from executive staff, managers and line-staff to prepare recommendations;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Represents the Commissioner on matters pertaining OTHA program services at important meetings with state and local officials, and in public discussions relating to OTHA's program budget as well as to address proposals for the implementation of new and/or modified services;

Ensures data collection and reporting of housing/homeless population trends to assist managers in program planning, the implementation of service delivery programs, and forecasting for budgetary purposes;

Represents the Commissioner in public forums and in communications with executive level staff from the County Executive's Office and/or the Board of Legislators;

Ensures that materials intended for the public on issues relating to OTHA operations is accurate, and reviewed by the County Public information officials prior to dissemination.

Uses computer applications and other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work duties.

Performs other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of Federal, State, and Local laws, policies, and procedures as they relate to institutional and community placement of adults and children; thorough knowledge of the department's organization, policies, procedures, programs and objectives as it relates to temporary housing solutions; thorough knowledge of the issues involved in the provision of services to homeless residents; good knowledge of the principles and practices of public administration; ability to identify critical factors or program problem areas and formulate realistic solutions; ability to develop and support recommendations both orally and in writing; ability to establish and maintain effective working relations with professional personnel, government agencies, services providers, elected officials, supporting staff, and the general public; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; resourcefulness; good judgment; physical condition commensurate with the demands of the position

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and seven years of experience in the management of housing programs, two years of which must have involved managing programs for the homeless, and two years of which must have included or been supplemented by community development programming experience.

SUBSTITUTION: A Master's Degree* in the field of Human Services, Social Science, Public Administration, or closely related field may be substituted for the above stated general experience at the rate of 30 credit* hours per year of experience for up to one year. There is no substitution for the specialized experience.

West. Co.
J.C.: Pending
DRC3

Job Class Code: E0953
Job Group XV