

PERSONNEL BOARD

<http://www.ci.richmond.ca.us/1090/Personnel-Board>



REGULAR MEETING
Wednesday, December 19, 2018

5:15 p.m.

@ 450 Civic Center Plaza – Richmond Room



AGENDA

Chair: Steve Early

Personnel Board Members

Mindy Pines

McKinley Williams

Kyra Worthy

- 1. ROLL CALL**
- 2. AGENDA REVIEW**
- 3. STATEMENT OF CONFLICT OF INTEREST**
- 4. APPROVAL OF MINUTES**
 - a. Regular Meeting of October 25, 2018
- 5. PUBLIC COMMENT**
- 6. CONSENT AGENDA**
 - a. **APPROVAL** to revise the existing classification of Assisted Housing Manager (Richmond Housing Authority)
- 7. NEW BUSINESS**
 - None
- 8. UNFINISHED/OLD BUSINESS**
 - None
- 9. REVIEW AND/OR ISSUANCE OF SUBPOENA(S)**
 - None
- 10. CONSIDERATION OF PROBLEMS AND REPORTS**
 - None
- 11. ADJOURNMENT**

NOTE: Copies of items to be distributed from the Public to the Personnel Board must also include two (2) copies; one (1) for the Secretary to the Board and one (1) for Board Counsel.

COMMUNICATION ACCESS INFORMATION This meeting is being held in a wheelchair accessible location. To request a disability-related accommodation(s) to participate in the meeting, including auxiliary aids or services, please contact Bruce Soulet, ADA Coordinator at (510) 620-6509 at least three business days before the meeting date.

CITY OF RICHMOND, CA
HUMAN RESOURCES MANAGEMENT DEPARTMENT

**PERSONNEL BOARD
REGULAR MEETING**

**CITY COUNCIL CHAMBERS
440 CIVIC CENTER PLAZA
RICHMOND, CA 94804**

**OCTOBER 25, 2018
MINUTES**

The regular meeting was called to order by Chair Steve Early at 5:15 p.m. on October 25, 2018.

1. ROLL CALL

Present: Steve Early, Chair
McKinley Williams, Board Member
Mindy Pines, Board Member

Absent: Kyra Worthy, Board Member
Ada Recinos, City Council Liaison

2. AGENDA REVIEW

3. STATEMENT OF CONFLICT OF INTEREST

- None

4. APPROVAL OF MINUTES

SPEAKERS:

Cordell Hindler: mentioned that he had talked about the Assistant and Deputy City Manager during public comment last month and had provided the secretary with the job descriptions. He listened to the audio and the minutes appear to be correct.

Board Mindy Pines made a motion to approve the minutes of May 24, 2018. Chair Early seconded the motion. Minutes were approved by the following vote: YEA: S. Early, M. Pines, M. Williams, NAY: None.

5. PUBLIC COMMENT

SPEAKERS:

Cordell Hindler: asked the personnel board to review and replace outdated language in the Deputy Chief City Manager job description. Discuss changing the November meeting to the fifth Thursday since the fourth Thursday is the day before Thanksgiving. After speaking with someone in Berkeley about a Racial Equity program, Mr. Hindler would like to have staff present something to the Personnel Board on said topic. Lastly, a brainstorming session to develop expectations for our new City Manager.

6. CONSENT AGENDA

- None

Audio recordings of Personnel Board Meetings are available at:

<http://www.ci.richmond.ca.us/index.aspx?NID=1090>

7. **NEW BUSINESS**

- None

8. **UNFINISHED/OLD BUSINESS**

- None

9. **REVIEW AND/OR ISSUANCE OF SUBPOENA(S)**

- None

10. **CONSIDERATION OF PROBLEMS AND REPORTS**

- None

11. **ADJOURNMENT**

Meeting adjourned at 5:21 p.m.



STAFF REPORT

PERSONNEL BOARD OR DEPARTMENT

DATE: December 19, 2018

TO: Chair Early and Members of the Personnel Board

FROM: Lisa Stephenson, Secretary to the Personnel Board

SUBJECT: APPROVAL TO REVISE THE EXISTING CLASSIFICATION OF ASSISTED HOUSING MANAGER (RICHMOND HOUSING AUTHORITY)

BACKGROUND:

The Richmond Housing Authority, under the direction of the City Manager, is addressing operational, performance, and staffing concerns identified by the US Department of Housing and Urban Development. The city is in process the process of hiring an Executive Director and a Finance Manager to oversee the day-to-day operations. The Assisted Housing Manager is also a key position that oversees the Section 8 program. The Section 8 program currently services approximately 2,000 low income residents and 700 landlords and is a significant component of the Richmond Housing Authority. This classification specification was established in 1980 and retitled in 2002, and there have been no revisions since then. Since we are in the midst of restructuring the department, it is an excellent time to bring the specification up-to-date and clarify language.

RECOMMENDATION:

Approve the revisions of the existing classification specifications for Assisted Housing Manager.

ANALYSIS:

The current job specification has outdated terms and does not reflect the full scope of responsibilities. The additional language clarifies the responsibilities and outlines expectations of the position. These minor revisions will have no impact on existing staff. In addition, education and experience requirements have been added to the job specification.

ANALYST: Sharrone Taylor, Principal Personnel Analyst

Attachments: Proposed Assisted Housing Manager Classification Specifications

ASSISTED HOUSING MANAGER

PROPOSED

DEFINITION

Under direction plans, organizes and supervises the Housing Choice Voucher (HCV) Housing Assistance Payment Contract activities and programs of the Housing Authority; ensures effective owner and agent relations; coordinates assigned activities with other Housing Authority functions; and performs related work as assigned.

CLASS CHARACTERISTICS

This is a single position, supervisory classification, with responsibility for supervising HCV contract activity involving negotiation of rents with owners; preparation and execution of lease and contract documents; inspection and re-inspection of HCV housing units; and preparation of program reports. This classification is distinguished from the Housing Operations Manager in that the latter has a broader scope of administrative responsibility, including primary responsibility for operations and eligibility functions as well as assisting the Director in budget, policy development and program development activities.

EXAMPLES OF DUTIES

1. Plans, organizes and supervises the execution of the Federal HCV tenant and project based rental housing assistance programs with the goal of fostering constructive relationships with property owners, and housing authority applicants and tenants.
2. Supervises the initial and annual inspection of HCV housing units to determine whether units meet the Housing Quality Standards (HQS) established by the U.S. Department of Housing and Urban Development (HUD).
3. Establishes and follows guidelines to evaluate the condition of units, and to determine appropriate rents. Analyzes fluctuations in rental market and determines rental values.

CITY OF RICHMOND, CA
ASSISTED HOUSING MANAGER
PAGE 2

4. Supervises assigned staff; assigning, reviewing and evaluating work; ensuring training and professional development; and reviews work flow to ensure adequate coverage and efficiency.
5. Maintains pertinent data and statistics, and directs the preparation of statistical reports for submission to HUD and internal controls.
6. Ensures assigned activities are in accordance with HUD and RHA regulations, and required documentation relating to leasing activities.
7. Develops schedules for lease-up, lease renewals, lease termination and other lease-related activities; and ensures maintenance of these schedules in conjunction with other key supervisory staff.
8. Meets with rental property owners to explain policy and procedures for participation in rental assistance programs; discusses owner/tenant rights and responsibilities.
9. Performs inspections for a sample of current contracts as a monitoring, quality control activity of work performed by subordinate staff.
10. Encourages continued participation of property owners in the housing program and attempts to resolve owner-generated problems; develops owner participation programs and property improvement plans in cooperation with others.
11. Coordinates assigned activities with other Housing Authority units to provide information about tenant/owner problems, rights and responsibilities, lease cancellations and vacates.
12. Monitors field inspections.
13. Handles difficult landlord cases and conducts counseling sessions with households who may be recommended for termination of assistance.

MINIMUM QUALIFICATIONS

Thorough knowledge of: housing needs and social and economic problems of low and moderate income households including rental market, lease negotiations, legal considerations and management requirements; rental property leasing and management principles; Department of Housing and Urban Development (HUD) Tenant and Project Based HCV rental housing assistance programs; federal and state housing programs and regulations, including owner and tenant eligibility requirements; the Federal Housing Quality Standards.

**CITY OF RICHMOND, CA
ASSISTED HOUSING MANAGER
PAGE 3**

General knowledge of: supervisory principles and practices, including budget and goals and objectives development and work planning and organization; housing maintenance and housekeeping standards.

Skill in: planning, organizing, assigning, supervising, training, reviewing and evaluating the work of staff; analyzing situations and adopting an effective course of action to resolve them; negotiating difficult rental lease contracts and agreements; developing work procedures and determining priorities, including interpreting and consistently applying program rules and regulations; establishing and maintaining effective working relationships with those contacted in the course of the work, including tenants, owners, agents, landlords and community groups; preparing clear and concise reports, correspondence and written materials.

EDUCATION/EXPERIENCE

Three (3) years of progressively responsible case management (income calculation, rent and subsidy determination eligibility, and inspection) experience involving Tenant and Project Based Housing Choice Voucher (HCV) rental assistance programs.

OR

Five (5) years of progressively responsible case management experience in a human services agency (income calculation, subsidy determination eligibility).

AND

A valid Housing Manager's Certification issued by an approved certifying agency within one (1) year of appointment.

A college degree or postsecondary courses majoring in business, public administration, planning, or social work can be substituted for up to a maximum of one year of case management experience.

Desirable Qualifications

At least one (1) year experience in case management experience at a lead or supervisory level.

At least one (1) year experience in tenant/landlord problem resolution and/or conflict resolution/mediation.

Certification from a recognized HUD training in Section 8 Eligibility and Admissions or equivalent.

OTHER REQUIREMENTS

Must possess a valid California driver's license, and must have a satisfactory driving record, and reasonable access to an automobile.

ASSISTED HOUSING MANAGER

DEFINITION

Under direction plans, organizes and supervises the Section 8 Housing Choice Voucher (HCV) ~~Housing Assistance Payment Contract activities~~ and programs of the Housing Authority; **provides direction to case managers and inspectors**, ensures effective owner and agent relations; **performs quality control reviews**; coordinates assigned activities with other Housing Authority functions; and performs related work as assigned.

CLASS CHARACTERISTICS

This is a single position, supervisory classification, with responsibility for supervising HCV ~~contract~~ activity **including determinations of eligibility; calculating rental subsidy**; ~~involving the~~ negotiation of rents with owners; preparation and execution of ~~lease and~~ contract documents; inspection and re-inspection of **units with HCV rental subsidy**; ~~housing units~~; and preparation of program reports. This classification is distinguished from the Housing Operations Manager in that the latter has a broader scope of administrative responsibility, ~~including primary responsibility for operations and eligibility functions~~ as well as assisting the Director in budget, policy development and program development activities.

EXAMPLES OF DUTIES

1. Plans, organizes and supervises the execution of the Federal HCV tenant and project based rental housing assistance programs with the goal of fostering constructive relationships with property owners, and housing authority applicants and tenants.
2. Supervises the initial and annual inspection of HCV housing units to determine whether units meet the Housing Quality Standards (HQS) established by the U.S. Department of Housing and Urban Development (HUD).
3. Establishes and follows guidelines to evaluate the condition of units, and to determine appropriate rents. Analyzes fluctuations in rental market and determines rental values.
4. Supervises assigned staff; assigning, reviewing and evaluating work; ensuring training and professional development; and reviews work flow to ensure adequate coverage and efficiency.

**CITY OF RICHMOND
ASSISTED HOUSING MANAGER
PAGE 2**

5. Maintains pertinent data and statistics, and directs the preparation of statistical reports for submission to HUD and internal controls.
6. Ensures assigned activities are in accordance with HUD and RHA regulations and required documentation relating to **eligibility, subsidy determination, and** leasing activities.
7. Develops schedules for **HCV utilization, annual recertification and unit inspections; portability; and wait list processing** ~~lease-up, lease renewals, lease termination and other lease-related activities;~~ and ensures maintenance of these schedules in conjunction with other key supervisory staff.
8. **Liaison between RHA and rental property owners and owner agents; Meets with rental property owners to explain policy and procedures for participation in rental assistance programs; discusses owner/tenant rights and responsibilities; reviews owner appeals of HAP abatement**
9. Performs inspections **and file reviews** for a sample of **assisted tenancies** ~~current contracts~~ as a monitoring, quality control activity of work performed by subordinate staff **and/or contractors**.
10. ~~Encourages continued participation of property owners in the housing program and attempts to resolve owner-generated problems; develops owner participation programs and property improvement plans in cooperation with others.~~
11. ~~Coordinates assigned activities with other Housing Authority units to provide information about tenant/owner problems, rights and responsibilities, lease cancellations and vacates.~~
12. Monitors field inspections.
13. Handles difficult landlord cases and conducts counseling sessions with households who may be recommended for termination of assistance.
14. **Monitors wait list, eligibility determination, and contract compliance of properties with Section 8 Project Based Voucher assistance**
15. **Serves as hearing officer for appeals from Section 8 program participants and public housing residents**

MINIMUM QUALIFICATIONS

Thorough knowledge of: housing needs and social and economic problems of low and moderate income households including rental market, lease negotiations, legal considerations and management requirements; rental property leasing and management principles; Department of Housing and Urban

**CITY OF RICHMOND
ASSISTED HOUSING MANAGER**

PAGE 3

Development (HUD) Tenant and Project Based HCV rental housing assistance programs; federal and state housing programs and regulations, including owner and tenant eligibility requirements; the Federal Housing Quality Standards.

General knowledge of: supervisory principles and practices, including budget and goals and objectives development and work planning and organization; housing maintenance and housekeeping standards; **rent control covenants.**

Skill in: planning, organizing, assigning, supervising, training, reviewing and evaluating the work of staff; analyzing situations and adopting an effective course of action to resolve them; negotiating difficult rental lease contracts and agreements; developing work procedures and determining priorities, including interpreting and consistently applying program rules and regulations; establishing and maintaining effective working relationships with those contacted in the course of the work, including tenants, owners, agents, landlords and community groups; preparing clear and concise reports, correspondence and written materials.

EDUCATION AND EXPERIENCE

Three (3) years of progressively responsible case management (income calculation, rent and subsidy determination eligibility, and inspection) experience involving Tenant and Project Based HCV rental assistance programs.

OR

Five (5) years of progressively responsible case management experience in a human services agency (income calculation, subsidy determination eligibility).

AND

A valid Housing Manager's Certification issued by an approved certifying agency within one (1) year of appointment.

A college degree or postsecondary courses majoring in business, public administration, planning, or social work can be substituted for up to a maximum of one year of case management experience.

Desirable Qualifications

At least one (1) year experience in case management experience at a lead or supervisory level.

At least one (1) year experience in tenant/landlord problem resolution and/or conflict resolution/mediation.

Certification from a recognized HUD training in Section 8 Eligibility and Admissions or equivalent.

**CITY OF RICHMOND
ASSISTED HOUSING MANAGER
PAGE 4**

OTHER REQUIREMENTS

Must possess a valid California driver's license, and must have a satisfactory driving record, and reasonable access to an automobile.

Physical demands: In addition to requiring sufficient mobility to work in a typical office setting, vision sufficient to read printed materials, and hearing and speech sufficient to exchange information in person and over the telephone, duties also require sufficient mobility to attend meetings and monitor field inspections at various housing sites which may include bending and climbing stairs.

ASSISTED HOUSING MANAGER

ORIGINAL

DEFINITION

Under direction plans, organizes and supervises the Housing Choice Voucher (HCV) Housing Assistance Payment Contract activities and programs of the Housing Authority; ensures effective owner and agent relations; coordinates assigned activities with other Housing Authority functions; and performs related work as assigned.

CLASS CHARACTERISTICS

This is a single position, supervisory classification, with responsibility for supervising HCV contract activity involving the negotiation of rents with owners; the preparation and execution of lease and contract documents; the inspection and re-inspection of HCV housing units; and the preparation of program reports. This classification is distinguished from the Housing Operations Manager in that the latter has a broader scope of administrative responsibility, including primary responsibility for operations and eligibility functions as well as assisting the Director in budget, policy development and program development activities.

EXAMPLES OF DUTIES

1. Plans, organizes and supervises the execution of the Federal HCV tenant and project based rental housing assistance programs with the goal of fostering constructive relationships with property owners, and housing authority applicants and tenants.
2. Supervises the initial and annual inspection of HCV housing units to determine whether units meet the Housing Quality Standards (HQS) established by the U.S. Department of Housing and Urban Development (HUD).
3. Establishes and follows guidelines to evaluate the condition of units, and to determine appropriate rents. Analyzes fluctuations in rental market and determines rental values.
4. Supervises assigned staff; assigning, reviewing and evaluating work; ensuring training and professional development; and reviews work flow to ensure adequate coverage and efficiency.

CITY OF RICHMOND
ASSISTED HOUSING MANAGER
PAGE 2

5. Maintains pertinent data and statistics, and directs the preparation of statistical reports for submission to HUD and internal controls.
6. Ensures assigned activities are in accordance with HUD and RHA regulations, and required documentation relating to leasing activities.
7. Develops schedules for lease-up, lease renewals, lease termination and other lease-related activities; and ensures maintenance of these schedules in conjunction with other key supervisory staff.
8. Meets with rental property owners to explain policy and procedures for participation in rental assistance programs; discusses owner/tenant rights and responsibilities.
9. Performs inspections for a sample of current contracts as a monitoring, quality control activity of work performed by subordinate staff.
10. Encourages continued participation of property owners in the housing program and attempts to resolve owner-generated problems; develops owner participation programs and property improvement plans in cooperation with others.
11. Coordinates assigned activities with other Housing Authority units to provide information about tenant/owner problems, rights and responsibilities, lease cancellations and vacates.
12. Monitors field inspections.
13. Handles difficult landlord cases and conducts counseling sessions with households who may be recommended for termination of assistance.

MINIMUM QUALIFICATIONS

Thorough knowledge of: housing needs and social and economic problems of low and moderate income households including rental market, lease negotiations, legal considerations and management requirements; rental property leasing and management principles; Department of Housing and Urban Development (HUD) Tenant and Project Based HCV rental housing assistance programs; federal and state housing programs and regulations, including owner and tenant eligibility requirements; the Federal Housing Quality Standards.

General knowledge of: supervisory principles and practices, including budget and goals and objectives development and work planning and organization; housing maintenance and housekeeping standards.

**CITY OF RICHMOND
ASSISTED HOUSING MANAGER
PAGE 3**

Skill in: planning, organizing, assigning, supervising, training, reviewing and evaluating the work of staff; analyzing situations and adopting an effective course of action to resolve them; negotiating difficult rental lease contracts and agreements; developing work procedures and determining priorities, including interpreting and consistently applying program rules and regulations; establishing and maintaining effective working relationships with those contacted in the course of the work, including tenants, owners, agents, landlords and community groups; preparing clear and concise reports, correspondence and written materials.