

DIRECTOR OF HOUSING AND HOMELESSNESS

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of the Commissioner of Social Services, the incumbent directs and supports the Housing and Homelessness unit within the Department of Social Services (DSS) and works with the Temporary Assistance Emergency Housing Unit staff, and other County Departments as needed, in implementing housing support initiatives and enhancing existing services and operations related to emergency housing placement. The position will be responsible for assisting in the design, implementation, and evaluation of housing programs, and making recommendations for program(s) modifications or enhancements to improve the experience of residents in need of housing. Work is performed under the general supervision of the Commissioner of Social Services with wide leeway allowed for independent decision. Supervision is exercised over subordinate employees assigned to the department or unit. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Assists in the design and implementation of housing programs to improve the quality and availability of emergency and temporary housing for placements;

Consults and coordinates with the Commissioner, and/or DSS management on an ongoing basis;

Regularly liaises with the County Executive's Office and attends Legislative committee meetings at the Commissioner's direction;

Manages two direct reports in the Housing and Homelessness Unit;

Maintains a robust tracking system of clients, linkages to other services, and other supports provided;

Prepares public facing materials in various formats including an emergency housing guide, program resources, processes and other vital information for landlords and clients, and others as needed for communicating effectively with all stakeholders;

Works with the Chief Diversity Officer to ensure diversity and cultural proficiency of stakeholders, landlords, and clients with the goal of promoting equity, inclusion, and access to increase appropriate and permanent housing opportunities for all;

Acts as a liaison with other County departments that work on housing, local housing organizations, local housing officials, housing related service providers and landlords in providing community outreach, and resolving client problems;

Serves on departmental and interdepartmental ad-hoc committees on homelessness and related housing issues in which the Housing and Homelessness Unit is a participant;

Keeps informed of housing trends, evaluates current program(s), and makes recommendations for program(s) modification or improvement, and/or policy advocacy based on findings;

Works with the Housing Specialist and the Emergency Housing Coordinator to ensure any issues with placement are efficiently addressed;

Works with the Housing Specialist to ensure housing continues to remain stable for those who secure permanent housing;

Proactively and regularly engages clients to ensure communication with landlord and/or property management is successful and mediates concerns or issues with landlord and/or property management;

Conducts and directs policy research on policy changes at various levels of government that could improve the ability of Ulster County to serve residents in need of emergency, transitional, and permanent housing.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Through knowledge of the housing and homelessness systems and policies in Ulster County; good knowledge of local, state, and federal related housing programs, procedures, laws and regulations; good knowledge of the practices and principles of administering sound housing service programs; good knowledge of housing and housing market conditions in Ulster County; good knowledge of principles and practices of supervision; working knowledge of DSS policies, procedures, and objectives; ability to instruct employees in program requirements and work collaboratively with feedback; ability to formulate housing strategies and make verbal presentations; ability to design and utilize effective reporting systems; ability to communicate effectively both verbally and in writing; ability to establish and maintain working relationships with Executive's office, DSS staff, local officials, partners, vendors and other professionals as required; resourcefulness; integrity; sound professional judgment.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a master's degree and three (3) years of full-time paid, or its part-time equivalent, experience in a human services setting, two (2) years of which must have been in housing services and two (2) years of which must have been in a supervisory capacity; **OR**
- B. Possession of a bachelor's degree and four (4) years of full-time paid, or its' part-time equivalent, experience in a human services setting, two (2) years of which must have been in housing services and two (2) years of which must have been in a supervisory capacity; **OR**
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

Note: Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

ULSTER COUNTY

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Classification: Proposed Non-Competitive
MGT

Adopted: May 13, 2024