



Associate Director of Housing Choice Voucher Programs



The Opportunity

King County Housing Authority, the largest affordable housing provider in the Pacific Northwest, is seeking an Associate Director for its Housing Choice Voucher (HCV) programs. The Associate Director will support KCHA's largest housing division, administering rental subsidies for over 13,500 households. This position will direct activities of the Section 8 Housing Choice Voucher programs including lottery waitlist, customer service, portability, and owner liaisons. As a Moving to Work (MTW) Housing Authority, KCHA has significant flexibility in shaping HCV policies and procedures to achieve its goals.

About King County

Located on Puget Sound in Washington State, and covering 2,134 square miles, King County has a population of just over 2.25 million people and ranks as the 13th most populous county in the nation. The County is an increasingly diverse and dynamic community with a global flavor, a growing economy and an environment where people and businesses can thrive. The County includes 39 cities and has emerged as an international travel destination, with over 100 languages spoken in the region and 30 million visitors annually. Home to the University of Washington, Amazon, Microsoft, the Seattle Seahawks and Boeing, this is an area that appeals to dynamic and progressive thinking companies and individuals. Its moderate climate encourages a wealth of year-round outdoor activities and its world-class symphony, opera and regional theaters contribute to a vibrant cultural scene.

The King County Housing Authority

The King County Housing Authority serves all of King County outside of the cities of Seattle and Renton, including 37 suburban jurisdictions and unincorporated areas of the County. KCHA is a national leader in providing innovative and effective solutions for regional housing challenges. Its vision is that all residents of King County have quality, affordable housing.

The goals of the Housing Authority include:

- Preserving, expanding and equitably distributing the region's supply of affordable housing.
- Promoting self-sufficiency, including education, health and self-empowerment outcomes
- Helping the region end homelessness
- Revitalizing low income neighborhoods
- Reducing operational impacts on the region's environment

Since its establishment in 1939, the Authority has played a key role in providing affordable housing options for residents of the metropolitan region surrounding Seattle. With a diversified real estate portfolio and close working partnerships with local communities and nonprofit organizations, KCHA delivers affordable housing and related services that support housing stability, education and health outcomes, job training and financial self-sufficiency for more than 55,000 of the region's lower income residents.

The Authority has a staff of 440 FTEs distributed between field offices and KCHA's central administrative office in Tukwila.

The Position

As a key strategic position within HCV Programs, under the supervision of the Director of Housing Choice Voucher Programs, the Associate Director will collaborate with HCV department leadership, KCHA department directors and numerous external partners to develop and implement policies, procedures, staffing plans, and budgets. This position will provide guidance and recommends program policy changes to meet program goals and sustain programmatic excellence. Specifically, the Associate Director shall be responsible for:

- Recruits and selects department personnel; assigns, directs, trains and audits the work of staff; rewards, disciplines, coaches, counsels and evaluates staff performance; develops staff schedules; ensures deadlines for the department are met; develops and achieves high performance and strategic objectives for the department; supervises daily operations.
- Manages the HCV program to include various vouchers and numerous landlords in accordance with U.S. Department of Housing and Development (HUD) regulations; monitors utilization on a monthly basis; collaborates and communicates with partnering agencies to plan, implement, and operationalize specialized programs for the HCV and Homeless Housing Department; oversees appeal hearings for applicants/clients.
- Collaborates with the Director to develop department strategic initiatives and recommends changes to department policies; monitors initiatives to ensure goals are on target; makes necessary adjustments or changes to ensure the initiatives are met. Attending and participating in meetings to discuss problems and seek solutions concerning high-level violations of program rules and regulations; representing the Authority at informal hearings on program violations; taking appropriate action based on information received.
- Assists the Director with budget recommendations and monitoring the budget on a regular basis; participates in and monitors budget meetings with Senior Staff and the Executive Director; responds to high level and complex complaints from HUD, political leaders, attorneys, and regulatory agencies as needed; coordinates with Agency departments such to accomplish program goals and initiatives.
- Prepares reports and presents Authority information at internal/external forums; meets with the community, landlords, and special interest groups to address housing issues.

The Department

Headquartered in Tukwila, Washington with a staff of 48 (3 direct; 45 indirect), the Housing Choice Voucher Department administers vouchers for over 13,500 households, including over 3,000 port-in households from other jurisdictions. The Department's 2021 budget is \$227 million

King County Housing Authority has been a Moving to Work (MTW) agency since 2003. This has enabled an extensive

list of innovative practices, including multi-tiered small area

payment standards, a locally designed rent structure, risk-based inspection protocols, and close partnerships with the region's behavioral and veteran healthcare systems and community-based service providers to house targeted populations.

KCHA's HCV programs have seen significant growth in recent years. Over the past two years KCHA has been awarded 726 additional Special Purpose Vouchers targeted to disabled individuals, homeless veterans and youth, and families engaged with the child welfare system. Additionally, KCHA was recently awarded 756 Emergency Housing Vouchers, the largest award for Housing Authorities in Washington State. In all, almost 4,000 of KCHA's vouchers are targeted to special needs populations.

KCHA has also helped pioneer the next generation of mobility programs. Partnered with Harvard University's Opportunity Insights initiative, the Community Moves to Opportunity (CMTO) project has garnered national recognition and is serving as the model for HUD's new mobility initiative.

HCV works closely with landlords and partner social service agencies to ensure leasing success, remove housing barriers, and support housing stability. The Authority coordinates HCV assistance with over 70 non-profit owned housing projects and works in close coordination with King County government to support a development pipeline of permanent supportive housing.

The HCV department has strong internal partnerships with other key departments within KCHA. These include Research and Evaluation, Public Housing, Homeless Housing Initiatives, Resident Services and Information Technology. The Authority's HUD programs currently utilize the TenMast software platform but we anticipate migrating in the near future to an alternative software package. The new Director will be closely involved in the selection and implementation of the new system.





The Ideal Candidate

The King County Housing Authority is seeking a professional leader of excellent reputation and character. The ideal candidate will have a number of traits and experience:

- Top candidates will be a working Associate Director and have a strong background in affordable housing including a thorough knowledge and understanding of laws, rules and regulations, policies and procedures related to HUD's federally subsidized housing programs.
- The ability to analyze and develop innovative approaches to mission, including a strong understanding and commitment regarding racial equity issues in our community, will be crucial. Strong communication skills, both spoken and written, are an important competency.
- Successful candidates will be collaborative and strategic thinkers with an ability to see the larger picture as well as the smaller tasks necessary for HCV program success.
- The successful candidate will have a strong intellect, an innate curiosity, and a high degree of emotional intelligence. Excellent interpersonal skills are essential as the successful candidate will establish and nurture relationships with internal and external stakeholders and staff.
- The culture of KCHA is team-centric and highly collaborative. The successful candidate should have demonstrated success working in a diverse environment and community, have a commitment to low-income and special needs families and bring an unquestioned integrity to the position. Top candidates will thrive in a strong team environment.
- A strong leader who communicates a sense of mission and vision, backed by the ability to establish and accomplish goals and objectives. Brings a proven track record of delivering results, designing innovative programs, and leading diverse groups of people to sustain a high performing operation is critical.

Experience and Education

Any combination of experience and education that would likely provide the required knowledge and abilities will be considered. A typical way to obtain the qualifications and competencies is:

Education: A Bachelor's degree in social work, human services, public administration, or other relevant field.

Experience: A minimum of five years of experience with Housing Choice Voucher assistance processing including Section 8 and/or low-income housing, or an equivalent combination of education and experience.

The Compensation

The annual salary range for this at-will, exempt position is \$96,252 to \$128,736. KCHA offers an outstanding benefits package, including Washington Public Employees' Retirement System (PERS).

The Recruitment Process

Interested candidates should apply by June 30, 2021. Electronic submissions should be submitted online at www.kcha.org/employment and should include a compelling cover letter, a comprehensive résumé, and two professional references.

The KCHA will review candidate résumés with interviews tentatively scheduled for mid-July, with some flexibility possible.

Interested candidates are encouraged to contact Sarah Crane, Senior Recruiter, by email at sarahcr@kcha.org with confidential inquiries and questions regarding the recruitment process.