



**BALTIMORE COUNTY GOVERNMENT
OFFICE OF HUMAN RESOURCES**

JOB DESCRIPTION

TITLE: Administrative Manager (Non-Merit)

CODE: NM.101

WORKING TITLE: Fair Housing Compliance Manager

AGENCY/UNIT: Housing and Community Development

DEFINITION OF RESPONSIBILITY:

A Fair Housing Compliance Manager oversees several key functions within the Department of Housing and Community Development's (DHCD) operations, including Fair Housing and Reasonable Accommodations, Inspections of units of federally- and locally-assisted housing, and program compliance within the rental housing programs. This position performs professional and administrative duties related to project management of fair housing and asset management program operations to include transactional and compliance matters as it relates to Baltimore County's affordable and accessible housing portfolio.

The incumbent reports to, and is under the supervision of, the Deputy Director and/or his or her designee.

EXAMPLES OF ESSENTIAL DUTIES:

- Ensures the efficient delivery of fair housing and asset management training across stakeholders internal and external to the agency as it relates to local government program and housing operations. Oversees asset management tasks including – annual reviews, physical inspections, landlord-tenant, and fair housing complaints. Has moderate background of inspection protocols for affordable housing programs including Uniform Physical Conditions Standards (UPCS), UPCS-V, Housing Quality Standards (HQS), and home inspections.
- Understands the various requirements for several types of housing programs including but not limited to LIHTC, HOME, CDBG, and the HCVP, and monitoring and planning for all timely monitoring throughout these programs.
- Supervises applicable support staff who assist with internal auditing and risk-based assessments and who works with housing program staff in other divisions to review reports of program compliance violations.
- In addition to managing the day-to-day activities of these operational units, serves as an internal auditor across all lines of business, conducting risk-based assessments and operational audits at the request of the Director, the Deputy Director and/or Senior Advisor for Policy and Strategic Initiatives of Baltimore County Housing and Community Development. This position may be required to immerse itself within other business units in order to assess procedures in place, evaluate risks inherent in those procedures, and provide recommendations for improvement.

- With a highly regulated portfolio of housing programs and funding sources, develops procedures that ensure that the department is in compliance with all federal, state and local requirements. Develops and implements housing policies to adequately respond to the needs of County constituents, leads an Internal Audit Program, and performs independent appraisals of the effectiveness and integrity of all department activities and responsibilities.
- Assists the Senior Advisor for Policy and Strategic Initiatives in the development and maintenance of an internal operation audit plan that provides reasonable assurance of program compliance and assures the operational integrity of the Baltimore County Office of Housing, the HUD-recognized PHA entity.
- Presents to senior staff and other administrative officials regarding operational policies and audit/assessment recommendations.
- Supports the implementation of Baltimore County's policies of diversity and inclusion (founded on Fair Housing regulations) by being committed to the addition of healing-centered perspectives in management practices and transparency in decision making processes.

EXAMPLES OF OTHER DUTIES:

- Prepares and presents communication programs and trainings related to Fair Housing regulations regarding such topics as new and revised policies and reports on the status of projects/programs.
- Conducts data management and analysis activities specific to the Baltimore County's long-term affordability of the County's portfolio
- Develops and implements innovative program enhancements in response to stakeholder needs.
- Researches, investigates and responds to questions and concerns from clients, community groups and other interested persons, as appropriate.
- Ensures programs' adherence to federal, state and local regulations.
- Interfaces with the Office of Law, Department of Planning, Department of Permits, Approvals and Inspections, the Office of Diversity and Inclusion and the Baltimore County Human Rights Commission on matters related to program area.
- Serves as a witness in judicial and quasi-judicial proceedings, or in cases related to client compliance with federal, state and local requirements for housing program.
- Prepares county, state and federal reports; participates in departmental response to HUD inquiries and audits.
- Investigates and resolves complaints/concerns from clients, citizens and staff.
- Mediates an appropriate solution to mutual concerns of clients and landlords.
- Represents the department on inter-departmental and community work groups and committees.
- Participates in the planning, development and evaluation of housing projects and programs, including development and evaluation of agreements and service delivery.
- Establishes and works toward achievement of program goals and objectives, implementing corrective action when required.

- Develops policies and procedures which integrate new federal, state and local regulations
- Interprets and provides technical assistance to staff on federal, state and local regulations pertaining to program areas.
- Analyzes program progress, and implements corrective action, when necessary.
- Perform other related duties as required.

NOTE: The duties and responsibilities listed above are for the purpose of determining a common set of minimum qualifications for all positions in this classification.

They may not include all of the duties of each position in this classification.

Each position in this classification may not be required to perform all of the duties listed.

MINIMUM QUALIFICATIONS:

Education, Training, and Experience:

Graduation from an accredited four-year college or university with a bachelor's degree in public administration, community development, sociology, psychology, or a related field. An advance degree held in law, planning, or public administration is preferred. Candidates should possess seven (7) years of experience in the field of housing program administration, human services, HCVP, HOME, CDBG, tax credits, real estate and housing finance, homeownership, property management, including two years of supervisory experience. Moderate experience working with local and/or Federal government, non-profits, or development companies for the provision of affordable and accessible housing.

(Qualifying education beyond a bachelor's degree may be substituted on a year-for-year basis up to a maximum of four years for the required experience. Additional experience in Fair Housing regulations, policies and best practices may be substituted on a year-for-year basis up to a maximum of four years for the required education.)

Knowledge, Skills, and Abilities:

- Advanced knowledge of housing operations for multifamily portfolios
- Functional to advanced knowledge of housing finance with a focus on the creation and preservation of affordable housing
- Advanced knowledge of, and ability to interpret, implement and explain federal, state and local housing programs and/or relocation regulations and integrate such regulations into the planning, development and administration of public housing programs
- Extensive knowledge of the county's human services system and self-sufficiency resources available to DHCD clients
- Extensive knowledge of assigned housing program area
- Knowledge of ADA and Fair Housing regulations
- In-depth understanding of the issues involved with the client pool served

- Ability to establish and maintain effective, cooperative working relationships with public officials and other professionals in the residential, legal, business and human services communities
- Ability to effectively communicate both orally and in writing including public speaking
- Ability to negotiate, mediate and resolve conflicts
- Ability to assess needs, develop strategies and plans, implement policies and procedures and adjust changing priorities
- Ability to plan, organize, coordinate, assign and evaluate the work of professional and support staff in a complex, interactive work environment
- Ability to lead or work as part of a multi-disciplinary team, with members from DHCD, other human services agencies and non-profit groups
- Ability to analyze complex issues, anticipate and resolve problems and make precedent-setting decisions
- Ability to develop and present training sessions for governmental staff, landlords, clients, developers, community groups and the general public
- Ability to manage a variety of projects and meet deadlines

Licenses or Certificates:

Certification in one or more of the following topics is preferable:

Housing Quality Standards (HQS);

Uniform Physical Conditions Standards (UPCS)

Section 504, Fair Housing

Public Housing Manager

Housing Choice Voucher Occupancy Public Housing Occupancy Specialist/Senior Specialist

Limited Income Housing Tax Credit Housing Credit Certified Professional- Specialist

Citizenship or Residency:

Must be a citizen or legal resident of the United States of America at the time of employment.

CONDITIONS OF EMPLOYMENT:

Physical and Environmental Conditions:

The work of this classification is essentially sedentary but may include the operation of office equipment and occasional walking, standing, or other limited physical activities.

Pre-employment Physical Examination and Employment Background Investigation:

May be required to successfully complete a pre-employment physical examination, urine drug screen, and employment background investigation, including checks of criminal background, education, and fingerprints.

Date: 4/29/2022