

POSITION DESCRIPTION

Title: Regulatory Compliance & Policy Manager
Reports To: Director of Program Governance
and Client Relations
FLSA Status: Exempt

Position Summary:

The Regulatory Compliance and Policy Manager position is a critical role that leads the Compliance, Program Support and Policy teams for the Georgia Department of Community Affairs (DCA) Housing Choice Voucher (HCV) Program in consultation with the Director of Program Governance.

The RCP Manager will assist with the implementation of internal guidelines and procedures to help carry out the mission of the Georgia Department of Community Affairs Housing Choice Voucher Program while conforming to the mandates of the Department of Housing and Urban Development (HUD). The RCP Manager plays a critical role in efficiently administrating assisted housing programs for low-income households served by the DCA HCV Program. The RCP Manager leverages policy expertise, technology, and creativity to collect, analyze, format, and present information to voucher holders, DCA's leadership, community stakeholders, and policymakers. The RCP Manager will manage and lead compliance enforcement, policy implementation, and will provide project oversight while developing appropriate and effective project management procedures.

Principal Duties and Responsibilities

Housing Policy:

Assist with implementing internal guidelines and procedures to help carry out the Housing Choice Voucher Division's mission while conforming to the Department of Housing and Urban Development (HUD) mandates.

Create/contribute towards producing regular and special projects, publications, and reports.

Determines root causes of problems by defining research requirements; establishing hypotheses; identifying information sources; designing and testing information-gathering approaches; conducting research; selecting, supervising, and evaluating research vendors; analyzing and

Linking information gathered; identifying factors influencing identified problems; summarizing findings.

Develop and execute regular needs assessments of data collection and aggregation to maximize data analysis's impact on the DCA HCV Program strategies, policies, and procedures.

Establishes need for policy by studying current policy; evaluating positive and negative effects of current policy or absence of policy; gathering evidence of problems.

Evaluating alternative policy solutions by completing benefit and cost analyses; developing alternative solutions; establishing criteria for evaluating alternatives; balancing the interests and values of different groups; examining and evaluating trade-offs; selecting the best option.

Estimates policy proposal's acceptance by identifying support and opposition to policy proposal; developing approaches to enhance support and to reduce resistance.

Maintains information networks by establishing contacts and offering and soliciting information.

Oversee management, revision, and distribution of the DCA HCV Program policy documents and forms, including, but not limited to: the Housing Choice Voucher Program Administrative Plan, 5 - Year PHA Plan, and PHA Annual Plan.

Prepares policy proposals by identifying writing structures and requirements; writing and editing proposals, including budget requirements; obtaining feedback; incorporating improvements.

Promotes policy proposals by identifying and explaining problems identified, research conducted, solutions evaluated, and recommended solutions; preparing presentations and talking points; answering questions; providing additional information requested; providing testimony and briefings.

Research regulatory change and incorporates them into Division policies and procedures.

Updates job knowledge by tracking emerging issues and trends; participating in educational opportunities; reading professional, research, and publications; maintaining personal networks; participating in professional organization seminars, conferences, and webinars.

Project Management:

Act as a liaison between executive leadership and director and department heads to facilitate work and accomplish objectives through a collaborative effort.

Assume leadership for assigned projects by developing work plans and managing those plans.

Responsibilities are the performance of the day-to-day tracking of the assigned project(s) to ensure that policies and procedures are being followed, that goals and objectives are met, and that services and projects are being accomplished efficiently and effectively within agreed-upon budgets.

Attend training on and offsite and represent the agency at meetings, conferences, town halls, or other public events.

Assist with processing relevant work for the assigned work unit, providing research and guidance on special cases.

Collect and analyze project information to determine where the project stands and to appropriately plan to achieve a successful project.

Create monthly reports for the DCA's Board of Commissioners, Executive, and Senior Leadership Team.

Perform other duties as assigned.

Compliance:

Directly manage the Compliance Analysts and provide oversight to the daily work.

Analyze all compliance processes to ensure efficiency and effectiveness while establishing improved processes where needed.

Assist with duties of the Compliance Analyst as needed.

Implement workflows and track key performance indicators for the compliance department.

Report and track all compliance trends; Introduce policy/procedure to eliminate trends in program non-compliance.

Enforce program compliance and assess procedural/policy needs for effectiveness.

Essential Duties and Responsibilities:

Analyzes, designs, develops, implements, and maintains business reports and solutions.

Assist with training staff regarding new procedures.

Assists with monthly Voucher Management System (VMS) reporting.

Assist the HCV Division in evaluating voucher payment standards and utility allowance.

Conducts ongoing analysis of transactions for reasonableness, trends, and error utilizing analytical skills and program knowledge.

Diagnoses problems related to operational processes; assesses and recommends solutions to the management team in response to changing business needs and program design.

Investigates and analyze operational problems; problem solves; develop resolutions and coordinate ongoing monitoring and analysis.

Leads special projects as assigned.

Maintains proper systems and operational controls.

Organize and maintain project files, databases, and resource materials. Perform impact analyses of a proposed policy or program reforms.

Presents findings and develops analytical reports and graphs.

Research funding opportunities with HUD and others.

Works collaboratively with management in reviewing trends and

analyzing the quality of work performance.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Problem-Solving: Identifies and resolves problems promptly; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with sensitive topics or irate customers;

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance;

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting;

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests;

Professionalism: Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

Knowledge, Skills, and Abilities

Knowledge of subsidized housing program evaluation and reform.

Knowledge of the Moving to Work (MTW) program.

Knowledge of the Housing Choice Voucher and Rental Assistance Demonstration programs.

Knowledge of the federal legislative process for both authorizing legislation and appropriations.

Knowledge of the federal regulatory rulemaking process.

Working knowledge of public housing policies and regulations is a plus.

Skill and experience in developing and maintaining relationships with key local, state, and federal policymakers, as well as Congressional staff and legislators.

Skilled in project management.

Skilled in Microsoft Applications: Excel, Teams, Power BI, and PowerPoint.

Skilled and experienced at visually presenting qualitative and quantitative data.

Strong organizational skills and the ability to prioritize and handle multiple tasks.

Skilled in using multiple resources and qualitative and quantitative research methodologies to capture, interpret and communicate information.

Ability to interact with personnel at all organizational levels.

Ability to oversee multiple projects simultaneously in widely varying program areas.

Ability to use multiple resources and qualitative and quantitative research methodologies to capture, interpret, and communicate information.

Scope and Effect

The Regulatory Compliance and Policy Manager performs a wide variety of tasks.

The supervisor determines the course of action, but the employee has the discretion to coordinate, integrate and prioritize their tasks as necessary to produce a high-quality product promptly.

Education and Experience:

Bachelor's degree in Public Administration, Public Policy, Urban Planning, Political Science, Sociology, Economics, or related field required, or five (5) years of relevant experience with a focus on affordable housing programs, specifically housing choice vouchers, housing policy, poverty issues, urban planning, or program and project management.

Master's degree in Public Administration, Public Policy, Urban Planning, Economics, or related field preferred.

Specific experience required in conducting assessments with federal, state, or local programs.

Experience in a Moving to Work agency is a plus.

Supervision Given and Received

The Regulatory Compliance and Policy Manager receives instructions from the Director of Program Governance and Client Relations, or at times, directly from HCV Division Director.

Depending on the assignment, the supervisor, established procedure, or the employee may determine the course of action, deadlines, and priorities.

The employee initiates routine activities without supervisory direction.

Problems or situations not covered by instructions are generally referred to the supervisor for resolution.

The employee's work is reviewed for accuracy, completion, and compliance with policies and procedures.

The Regulatory Compliance and Policy Manager manages approximately 5 positions, including Compliance, Policy, Program Support and Project Support.

Guidelines

The employee follows regulations and guidelines issued by HUD, traditional practices, and Division policies and procedures, referring to reference materials and handbooks as necessary.

For situations without guidelines or when new guidelines are required, the employee seeks guidance from the supervisor.

Complexity

Work performed by the employee is unique. The employee identifies work that needs to be done, prioritizes, coordinates efforts, and performs the tasks. The employee must use sound judgment regarding unusual or sensitive situations.

Personal Contacts

The employee contacts include other DCA employees, outside agencies, Housing Choice Voucher holders, applicants, and government officials.

Physical Demands

Work is principally sedentary but may involve physical exertion, such as kneeling, crouching, or lifting to obtain files, records, office supplies, and eyestrain from working with computers and other office equipment.

Must be able to sit or stand for up to eight hours while performing work duties.

Must be able to bend, stoop, push, and pull in performing office-related duties.

Must be able to use fingers bilaterally and unilaterally to operate office equipment.

Establish effective working relationships with employees, tenants, community agencies, and other service entities.

Must have a vision and hearing corrected to operate office equipment and fulfill essential job functions.

Must be able to perform essential job functions in an environment that sometimes includes increased stress levels.

DCA HCV
Atlanta, GA

Regulatory Compliance and Policy Manager

Must maintain punctuality and attendance as scheduled.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an adequately cooled, heated, lighted, and ventilated area.