

POSITION DESCRIPTION
Director, Program Compliance & Training

Title: Director, Program Compliance & Training	Exemption Status: Exempt	Date Created: November 2021	Date Revised:
EEO Classification: Professional	Grade: 11	Reports to: Deputy Executive Director	Salary Range: \$74,887 - \$97,678

Position Summary
The Director, Program Compliance & Training will make a significant, impactful contribution to the success of the Housing Choice Voucher (HCV) program at the Housing Authority of St. Louis County (HASLC). The incumbent will accomplish this through the development and implementation of strategies, plans, and procedures related to HASLC’s compliance with federal and state regulations to drive key results supporting HCV operations. Their activities will also ensure HASLC Team compliance with organizational core values, strategic goals, and policies and procedures.
Primary Interactions
Incumbent will be a member of the HASLC Leadership Team, and they will report directly to the Deputy Executive Director. They will collaborate closely with the Executive Director, members of the Executive Director’s Executive Leadership Team, Department Heads and key HASLC Team members.
Supervisory, Budget Responsibilities
There are no supervisory duties associated with this position. Incumbent may be asked to participate in deliberations regarding budget decisions.
Policy and Decision-Making Authority, Strategic Thinking
Incumbent will participate in policy and decision-making activities related to compliance objectives, training objectives and broad organizational strategic objectives.
Access to Confidential Information
Incumbent may be exposed to confidential or sensitive information and will therefore be expected to exercise a high degree of discretion.
Governance and Compliance Responsibilities, Organizational Risk
Incumbent will be expected to understand and remain well-informed of current relevant federal and state regulations, policies, and procedures; as well as HASLC organizational policies and procedures.
Essential Tasks and Responsibilities
<ul style="list-style-type: none"> • Develop strategies, plans and procedures to ensure HASLC administers HCV programs in accordance with the HCV program Administrative Plan, established organizational policies, procedures and applicable federal and state laws and regulatory requirements. • Ensure overall HCV program compliance with regulatory requirements, federal, state laws, policies and procedures that govern HASLC’s administration of housing programs. • Develop strategies, plans and procedures for compliance training and communications to

The essential elements of the job are described in the position description; other tasks will be assigned as needed and appropriate.
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the HASLC team to include new hire training, cross-training, team workshops and refresher training.

- Provide subject matter expertise for HCV program compliance assessments, audits, and reviews.
- Develop and maintain standard operating procedures and create a training manual for HCV-related functions.
- Certify new hires as fully trained and competent to begin work.
- Develop strategies and processes for quality control activities.
- Develop, through quality control reviews, corrective action plans and update job aids, as required.
- Monitor HCV programmatic and operational policies and procedures.
- Provide recommendations for changes and/or updates to the following planning documents, Administrative Plan, Annual Plan, and PH Occupancy Guidebook.
- Develop recommendations for improving HCV operations and processes to ensure that HASLC meets its goals of becoming a people-centered organization, providing quality and responsive services to our client families and property owners.
- Deliver compliance and training reports to the Executive Director's Leadership Team.
- Develop and conduct needs analysis to determine training needs for HCV program operational requirements.
- Design training curriculum plan to create, maintain and manage the development of course content including handouts, checklists, manuals, tests/quizzes, presentations, scripts, video, audio, etc. directed to target tangible results.
- Facilitate and deliver internal learning solutions and develops HCV in-house training programs for staff, families, and landlords.
- Keep abreast of training trends, developments, and best practices.

Secondary Responsibilities

- Collaborate with the Deputy Executive Director and leadership team to develop organizational and programmatic objectives and key results (OKRs)
- Participate in the development of operational dashboards reports and other tools to facilitate effective operations.
- Perform other duties as assigned by the Deputy Executive Director or the Executive Director.

Education/Experience Requirements

- Bachelor's Degree preferred, or equivalent combination of education, training and experience will be considered.
- Comprehensive knowledge of HUD housing programs, processes, and regulations related to the HCV program.

Skills and Attributes Required for Success

- A passion for public service and helping our neighbors in need
- A mission-focused personality and a dedicated team orientation
- Excellent written and oral communications
- Competent computer skills
- Excellent organizational skills and the ability to manage and direct competing priorities

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Physical Demands
Must be able to lift a 30lb box.
Working Conditions
This is principally a desk job, located at the HASLC headquarters. However, the importance of organizational collaboration will demand a measure of regular movement among the four floors of the headquarters building.
Environmental Factors
A typical office environment, with no extraordinary considerations in the daily work routine.
Disclaimer: The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of responsibilities, duties and skills required.

Employee Signature and Date (optional)

Manager Signature and Date

HR Signature and Date

ED Signature and Date

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Selected detailed duties