



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
10/23/2024

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc – Supervisory
Mgmt Svc – Managerial
Mgmt Svc – Confidential

Agency: Oregon Housing and Community Services

Facility: Housing Stabilization Division

New Revised

SECTION 1. POSITION INFORMATION

Form with fields: a. Classification Title: Grants, Loans, and Programs Manager 3; b. Classification No: X7324; c. Workday Position ID: 000000142386; d. Position No: 0001784; e. Working Title: Housing Stabilization Division Deputy Director; f. Agency No: 91400; g. Section Title: Housing Stabilization Division; h. Budget Auth No: 1408991; i. Employee Name: Vacant; j. Repr. Code: MMS; k. Work Location (City – County): Salem – Marion (Hybrid); l. Supervisor Name: Housing Stabilization Division Director (Liz Weber); m. Position: Permanent, Full-Time, Seasonal, Part-Time, Limited Duration, Intermittent, Academic Year, Job Share; n. FLSA: Exempt, Non-Exempt; If Exempt: Executive, Administrative, Professional, Computer; o. Eligible for Overtime: Yes, No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

Oregon Housing and Community Services (OHCS)

Oregon Housing and Community Services (OHCS) works to ensure all Oregonians have the opportunity to pursue prosperity and live free from poverty. As the State's affordable housing finance agency, OHCS provides financial and program support to create and preserve quality, affordable housing for Oregonians of lower and moderate-income. OHCS administers federal and state programs that support antipoverty, homelessness, energy assistance, and community services. The OHCS mission states: "We provide stable and affordable housing and engage leaders to develop integrated statewide policy that addresses poverty and provides opportunity for Oregonians." At OHCS, our core values are collaboration, compassion, equity, integrity, leadership, and transparency.

Housing Stabilization Division (HSD)

OHCS's Housing Stabilization Division (HSD) provides critical statewide services addressing homelessness, housing stabilization, and energy and climate resilience for Oregonians with low incomes. HSD also administers the statewide data repository supporting accountable and effective funding and program design. Through a network of providers, including Community Action Agencies, local governmental and community-

based planning groups, and community-based and culturally responsive organizations, HSD provides funding for shelter, re-housing support, rent assistance, energy assistance, and supports community service connections to critical needs for health care, education, and nutritious food. Recognizing the need to address root causes, the Housing Stabilization Division seeks to honor tribal sovereignty advance racial equity, and deploy a human-centered, wraparound approach toward a vision that all Oregonians will have equitable and inclusive access to safe and affordable housing and energy resources ensuring that any experience of housing instability will be rare, brief, and nonrecurring.

**b. Describe the primary purpose of this position, and how it functions within this program.**

**Complete this statement. The primary purpose of this position is to:**

This position oversees HSD’s programmatic Sections aimed at maintaining housing stability, including the Homeless Services Section, the Housing Retention Team, and the Energy Services Section. This position partners with the HSD Director to respond to and be accountable for Legislative requests, including emergency requests, in the endeavor to promote housing stability and to mitigate the growing homelessness crisis. The Deputy Director is a strategic leader and effective communicator responsible for implementing a comprehensive approach to operational resource management, program management, and continuous performance improvement.

This position has great influence over the program design, planning, and implementation for the Division. This position is also responsible for specific Department and Division initiatives (such as statewide housing plan, systems implementation, Governor’s Inter-Agency Council on Homelessness, etc.). This position serves as the back-up to the HSD Director and will represent the Director at Housing Stability Council, Executive Team meetings, all-staff meetings, Division meetings, meetings with elected officials, and external stakeholder meetings when requested. This position also serves as the back-up to the Assistant Directors of Homeless Services, Housing Retention, and Energy Services in their absence.

**SECTION 3. DESCRIPTION OF DUTIES**

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties, or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
40%	N	E	<p><b>HSD Programmatic Sections Leadership and Support</b></p> <ul style="list-style-type: none"> <li>Foster collaboration among the Division's programmatic Sections in support of the design and administration of Homeless Services, Housing Retention, and Energy Services programs.</li> <li>Ensure that all programmatic Sections have the necessary resources and support to perform their duties effectively and continuously seek ways to innovate and improve program delivery.</li> <li>Guide proposals for new initiatives or changes to existing programs that require additional funding or policy adjustments.</li> <li>Oversee the overall performance and outcomes of the Division's programs and ensure that reporting is conducted as necessary to Agency-level executives and external bodies outside of HSD.</li> <li>Represent the programmatic Sections in front of governing bodies, such as the Housing Stability Council, and determine which issues should be communicated or shared on behalf of HSD programs across forums.</li> <li>Oversee the internal operational budgets of the programmatic Sections and ensure that budget and procurement processes are aligned with federal and state regulations.</li> </ul>

*Note: If additional rows of the below table are needed, place the cursor at the end of a row (outside table) and hit “Enter”.*

			<ul style="list-style-type: none"> <li>• Manage the alignment of all state and federal programs with regulatory bodies and agency policies and procedures.</li> <li>• Establish program delivery implementation priorities and methods.</li> <li>• Ensure that adopted strategies and goals are consistent with state and federal laws, rules, and policies and direct their implementation with HSD in collaboration with Section Assistant Directors.</li> <li>• Direct the investment of capacity building resources to align with Agency goals and objectives.</li> <li>• Direct and coordinate the development of new procedures to create and preserve opportunities for quality housing stabilization for low-income Oregonians through coordination and partnership with other state agencies and across fellow OHCS Divisions.</li> <li>• Direct and coordinate HSD’s programs’ communication strategies, branding and messaging in cooperation with Section staff and the Division of Public Affairs.</li> <li>• Communicate with Division Director, Agency Executive Director, Legislators, Council Members, federal agencies and the public on major program issues and Agency topics in public forums. Represent the Division’s programmatic Sections in public meetings, various philanthropic, fiduciary, and stakeholder associations, as well as other state agency cooperative efforts.</li> <li>• Direct staff on the enhancement of customer service, efficiency of operations and awareness of HSD programs.</li> <li>• Directs staff on the implementation of program designs that will enhance the ability of staff to more efficiently and effectively oversee the Agency’s housing programs.</li> <li>• Works with staff, contractors, or other resources to ease the flow of information to improve processes while maintaining effectiveness and process integrity.</li> </ul>
30%	N	E	<p><b>Division Support / Management</b></p> <ul style="list-style-type: none"> <li>• Serve as Deputy Director by providing strong, internal administrative leadership that allows the Director of HSD to be more available to address a variety of external entities.</li> <li>• In partnership with the Director of HSD, Assistant Director of Homeless Services, Assistant Director of Housing Retention, and Assistant Director of Energy Services, determine Division priorities by evaluating complex needs of target populations and assessing the availability of human, fiscal, and equipment resources needed to implement programs effectively.</li> <li>• Maintain effective relationships with OHCS leadership, including Central Services Functions (Public Affairs, Fiscal, etc.) and other Divisional leadership (Affordable Rental Housing, etc.).</li> <li>• Serve in a leadership role in determining or recommending strategic and operational direction in principle areas affecting the efficiency and effectiveness of HSD.</li> <li>• Speak at and chair meetings representing the Agency, promoting the Agency’s position, and developing a consensus among groups.</li> <li>• Serve on OHCS Strategic Planning committees for the development and implementation of the Agency-wide state plan.</li> <li>• Manage financial risk by having processes in place to evaluate and report on cost of program delivery, changes in market that may impact Division programs, and utilization of programmatic resources.</li> </ul>

			<ul style="list-style-type: none"> <li>• Ensure appropriate tracking and reporting on all HSD program resources; Statewide Housing Plan milestones and metrics; and key performance measures to the Executive Team, Housing Stability Council, State Legislature, and Federal Funding Agencies.</li> <li>• Develop and monitor budget requests to fund programs and activities necessary to support Agency initiatives and staff requests.</li> <li>• Addresses industry organizations on Agency programs and HSD policies.</li> <li>• Collaborates with industry partners in process improvement of common functions (e.g., allocating resources, program development, compliance monitoring, etc.).</li> </ul>
25%	N	E	<p><b>Staff Supervision</b></p> <ul style="list-style-type: none"> <li>• Develop and communicate overall programmatic Sections' vision and strategic direction.</li> <li>• Review the performance of subordinate staff, including this position's direct reports (the Assistant Directors of Homeless Services, Housing Retention, and Energy Services) and their subordinate staff.</li> <li>• Plan, assign and approve work, including developing, implementing and updating position descriptions.</li> <li>• Prepare annual performance reviews and discusses with employees within required timeframes and according to the collective bargaining agreement.</li> <li>• Recommend appropriate personnel actions.</li> <li>• Discipline/reward staff according to policy and bargaining agreement.</li> <li>• Investigate, respond, and facilitate resolution of grievances and complaints.</li> <li>• Facilitate recruitment by interviewing, conducting reference checks, and making hiring decisions in accordance with Agency policy and goals.</li> <li>• Evaluate and implement staff training needs.</li> <li>• Review and approve timesheets and leave requests.</li> <li>• Handle personnel issues expeditiously according to procedures and collective bargaining agreement.</li> <li>• Incorporate affirmative action and diversity strategies into all hiring, retention, training and management decisions in order to increase cultural awareness and diversity within the section.</li> <li>• Create and maintain a work environment that is respectful and accepting of diversity. Set clear guidelines for expected behaviors and clear methods for reporting inappropriate behaviors.</li> <li>• Ensure all customers, stakeholders, partners and coworkers are treated with dignity and respect.</li> <li>• Evaluate the quality of services provided by section staff in conjunction with other department staff and processes.</li> <li>• Dispute resolution with both internal staff or external partners and stakeholders.</li> </ul>
5%	N	E	<p><b>Other Duties as Assigned</b></p> <ul style="list-style-type: none"> <li>• Complete and track a variety of special projects based on the business needs of the Division or Department.</li> <li>• Perform any other duties or temporary assignments as assigned by the HSD Director or OHCS Executive Leadership.</li> </ul>

100%	N	E
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## SECTION 4. WORKING CONDITIONS

**Describe any ongoing working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.**

This position is a full-time hybrid position. All essential functions of this position are performed from both the central workplace and an alternate workplace. Business needs may require the employee to come into the central workplace or perform mobile work on a regular or periodic basis. This position can be fully remote with some requirements for travel, site visits and occasional requirements for in-person meetings. Work will typically be performed in a remote setting with extensive use of computer and phone technology for communication and may include long periods of sitting and standing. Requires extended work schedule at various times to meet budgetary and other deadlines.

Extremely high-profile day-to-day work requiring sound judgement and ability to communicate clearly and effectively in stressful situations. This position often works with controversial, sensitive and confidential issues. Requires ability to work under tight deadlines and on multiple projects. The position requires a persistent ability to balance and plan for many competing demands while completing required work on schedule. The individual in this position is expected to (a) model sound work habits, through personal example and leadership, to create a professional environment focused on high productivity and collaboration; (b) maintain accurate and current office records (time sheets, travel expenses records, weekly reports, etc.) and submit these for appropriate action in a timely manner; (c) actively contribute, participate and engage in OHCS meetings and other settings, creating a positive, productive environment, focused on results and continuous learning, and (d) complete special projects and other duties as assigned.

## SECTION 5. GUIDELINES

**a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.**

Various Federal Rules and Regulations including the Code of Federal Regulations (CFR) and Department of Housing and Urban Development (HUD) regulations and guides  
 Federal Housing Laws and Regulations  
 Federal and State Building Codes, Local Housing Planning Efforts  
 Property Management Guides  
 Oregon Revised Statutes and Chapter Laws  
 DAS Administrative Rules  
 DAS Policies and Procedures  
 OHCS Administrative Rules  
 OHCS Policies and Procedures  
 Fair Housing Regulations  
 Technical Advice Memorandums  
 Collective Bargaining Agreement

**b. How are these guidelines used?**

Extensive knowledge of the above guidelines is needed to perform the daily demands of this job. Federal regulations and State statutes are researched, interpreted and used to monitor grant activities and to develop and implement Agency program policies and used to ensure program compliance. Administrative rules, model rules and policies and procedures are referred to answer complex questions, address specific situations and provide program services to program recipients.

These guidelines are used for routine reference to accomplish the various responsibilities of this position and to establish program guidelines and procedures. The guidelines are reviewed and/or researched as necessary to ensure compliance and consistency with pertinent standards, regulations, policies, contractual agreements, and laws. Guidelines are referred to when monitoring, auditing compliance for grantees/subgrantees, and to

provide training and technical assistance to contracting agencies. Guidelines are used to explain rules, regulations and policies to the public, other state agencies, legislators and other interested parties who contact OHCS regarding its programs. Guidelines are also used in the development of programs, in advising the Department, partners and other groups about potential housing programs for low-income Oregonians.

These guidelines provide the broad policy framework within which the position exercises discretion, however, policies and procedures may not detail every eventuality for this position’s decision-making authority and there will be frequent areas where there is no policy or framework in existence. The position must utilize good decision making and judgement to proceed in a manner consistent with Agency values, regulations and policies.

## SECTION 6. WORK CONTACTS

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
OHCS agency directors and staff	Verbal: phone / in-person / virtual. Written: correspondence / email.	<ul style="list-style-type: none"> <li>• Conduct regular ongoing business to exchange program information, to plan and implement programs, to exchange consultative advice, and to conduct quality assurance.</li> <li>• Conduct project assessment, coordination, consultation, and recommendations.</li> <li>• Provide briefings to exchange information, respond to information requests and questions, discuss and resolve issues.</li> <li>• Articulate risks and benefits of key decisions and make recommendations in relation to job specific duties.</li> </ul>	Daily
Other local / state / federal government agencies, officials, and staff (including legislators)	Verbal: phone / in-person / virtual. Written: correspondence / email.	<ul style="list-style-type: none"> <li>• Conduct ongoing regular business, including scheduling meetings and collecting data.</li> <li>• Exchange program information for fund availability / requirements, program coordination / alignment, report outcomes, and recommended improvements.</li> <li>• Coordinate programs and services.</li> <li>• Clarify, resolve and negotiate issues impacting OHCS program delivery.</li> <li>• Provide technical assistance, consultative advice, and build collaboration.</li> <li>• Collaborate with contracts, finance, information technology services, and other OHCS Central Services functions.</li> </ul>	Daily, as needed
Sub-grantee agencies / partners / program recipients	Verbal: phone / in-person / virtual. Written: correspondence / email.	<ul style="list-style-type: none"> <li>• Approve funding and expenditure authorizations.</li> <li>• Respond to escalated items related to program administration, service delivery guidance, program development, technical assistance, and performance monitoring.</li> </ul>	As needed
External partners and stakeholders (including housing industry groups, news media, trade associations and advocacy groups,	Verbal: phone / in-person / virtual. Written: correspondence / email.	<ul style="list-style-type: none"> <li>• Assess need; provide housing industry individuals &amp; groups with HSD and program information; and align best practices and timing of funding availability; investigate program and policy alternatives; discuss and develop housing policies and procedures; and resolve issues.</li> <li>• Exchange information on program and policy details, state and federal guidelines, best</li> </ul>	As needed

attorneys and third-party consultants)		<p>practices, capacity building strategies and technical assistance opportunities, and obtain input on proposed changes.</p> <ul style="list-style-type: none"> <li>• Conduct stakeholder engagement and partnership building.</li> <li>• Provide information, clarify and resolve issues impacting OHCS program delivery.</li> </ul>	
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## SECTION 7. POSITION RELATED DECISION-MAKING

### Describe the typical decisions of this position. Explain the direct effect of these decisions.

This position makes decisions directly related to the operation of HSD's programs and decisions impact issues of statewide housing, anti-poverty and human investment, staff appointments, financial commitments, project funding, the development of strategies and protection of information. Decision-making requires sound judgment, a commitment to the Agency's mission and sensitivity to public opinion and the political environment. Failure to perform any of these areas will jeopardize the housing opportunities of Oregon's vulnerable population, will hinder the movement toward empowering low-income and special needs Oregonians to gain self-sufficiency and reduce OHCS's ability to provide services that alleviate the causes of poverty and homelessness in Oregon. Decisions must ensure effective and efficient use of OHCS's resources and financial soundness of program.

This position makes decisions that directly affect stakeholders, housing developers, and local sub-grantee agencies and OHCS' ability to comply with multiple state and federal policies/guidelines related to homeless services, housing retention, or energy services. Because of the complex nature of the program implementation, these decisions are often made based on professional judgment and without clear-cut guidelines or policies. Decisions are often made independently, in collaboration with other OHCS staff, and sometimes made in consultation with stakeholders. Errors in judgment would have a substantial negative impact on overall state program operation and agency effectiveness of implementing low-income homeless services, housing retention, or energy services related programs. Decisions made by this position affect the service delivery network's ability to successfully implement its strategic goals and deliverables. Failure to achieve strategic goals could result in future federal and state funding decline. The decision-making workload of the person in this position is directly influenced by OHCS prioritization decisions and overall OHCS strategic plan objectives.

## SECTION 8. REVIEW OF WORK

### Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<b>Note:</b> If additional rows of the below table are needed, place the cursor at the end of a row (outside table) and hit "Enter".				
BOA 1	0000864	<p>Verbal: phone / in-person / virtual.</p> <p>Written: correspondence / email / official reviews.</p>	<p>Daily and as needed for ongoing review of work.</p> <p>Quarterly for formal reviews.</p>	<ul style="list-style-type: none"> <li>• Daily discussions of issues and problems to provide feedback and direct work (including assigning work; establishing deadlines; reviewing project accomplishments; reviewing prior to publication.</li> <li>• Provide feedback on performance and evaluate overall performance.</li> <li>• Ensure program outcomes are met, reporting and provide information; serve as the conduit to bring effective recommendations to upper management.</li> <li>• Maintain communication, information sharing, professional development, performance, and accountability.</li> <li>• Confirm compliance with rules, regulations, and procedures.</li> </ul>

				<ul style="list-style-type: none"> <li>Supervisory input at times may be limited to approval of priorities, scheduling, and program direction.</li> </ul>
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**SECTION 9. OVERSIGHT FUNCTIONS** **THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY**

- a. How many employees are directly supervised by this position? 3  
 How many employees are supervised by a subordinate supervisor? 39
- b. Which of the following activities does this position do?
- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Plan work               | <input checked="" type="checkbox"/> Coordinates schedules                    |
| <input checked="" type="checkbox"/> Assigns work            | <input checked="" type="checkbox"/> Hires and discharges                     |
| <input checked="" type="checkbox"/> Approves work           | <input checked="" type="checkbox"/> Recommends hiring                        |
| <input checked="" type="checkbox"/> Responds to grievances  | <input checked="" type="checkbox"/> Gives input for performance evaluations  |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" type="checkbox"/> Prepares & signs performance evaluations |

**SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION**

**ADDITIONAL REQUIREMENTS:** List any knowledge and skills needed at the time of hire that are not already required in the classification specification:

The individual in this position is expected to (a) create a professional environment focused on high productivity and collaboration; (b) model sound work habits, through personal example and leadership, (c) maintain accurate and current office records (time sheets, travel expenses records, weekly reports, etc.) and submit these for appropriate action in timely manner; (d) actively contribute, participate, and engage in department meetings and other settings, and (e) complete special projects and other duties as assigned.

The individual in this position must perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; actively engage in and promote a positive work environment; develop good working relationships with agency personnel and with appropriate external partners; identify and resolve problems in a constructive manner; demonstrate openness of constructive feedback and suggestions; and contribute to a positive, respectful, and productive work atmosphere creating a positive, productive environment focused on results.

The individual in this position must have good written and computer skills and excellent verbal communication and presentation skills. Punctuality and regular, consistent attendance are key elements of this position.

This position must have knowledge of state and national issues related to program development and implementation, an understanding and preferably experience in the operations of community based non-profit organizations, effective communication skills (both written and verbal), knowledge and skills in data collection and analysis, basic understanding of accounting and budgeting, proficiency with computers, excellent decision-making and problem-solving skills, and the ability to prioritize a demanding workload in order to meet deadlines.

This position must pass a criminal records check. The individual shall have and maintain an acceptable driving record. Driving records will be reviewed by Human Resources on an annual basis.

**BUDGET AUTHORITY:** If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
Draw down	Unlimited	General funds / Other funds / Federal funds

*Note: If additional rows of the below table are needed, place the cursor at the end of a row (outside table) and hit "Enter".*



Invoice approval (in Section 29)	\$50,000	General funds / Other funds / Federal funds
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**SECTION 11. ORGANIZATIONAL CHART**

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name, and position number.

**SECTION 12. SIGNATURES**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Appointing Authority Signature

\_\_\_\_\_  
Date