CLASS TITLE: HOMELESS SERVICES MANAGER

BASIC FUNCTION:
Under general direction, to recommend, promote and implement the goals, and countywide strategic plan to address homelessness. This position will establish and maintain a framework for activities in order to build a strong inter-jurisdictional coordination structure, align policies, promote systems integration and promote collaboration among public agencies, educational institutions, businesses and community groups; and to do other work as required.

DISTINGUISHING CHARACTERISTICS:
This classification is responsible for exercising a high degree of leadership and independent judgment in the coordination of the County’s overall plan to address homelessness and assisting with the implementation of the county-wide strategic plan on homelessness. The work of the position will be directed and prioritized by the Imperial Valley Continuum of Care Council (IVCCC) Executive Board. This position shall reside within the County Social Services Department.

REPRESENTATIVE DUTIES:
Plan, organize and directs the staff, services and programs of the County’s homelessness reduction programs and Continuum of Care; supervises, trains and evaluates program staff.

Develops and recommends an annual work plan to coordinate and implement the Countywide strategic plan to address homelessness.

Coordinates the provisions of the homelessness services with other private and public sector agencies in order to execute the strategic plan.

Provides written analysis, evaluation and recommendations regarding homelessness programs and proposals.

Identifies and implements strategic, short and long-range planning and programmatic framework to achieve homelessness goals.

Helps coordinate the implementation of homelessness assistance programs; Identifies resources needed to implement the plan.

Provides leadership and serves as a subject area expert on homelessness matters, providing technical advice to other departments and agencies.

Acts as liaison to and builds strong relationships with City and County officials and departments and the homelessness community, including government agencies, schools, labor organizations, non-profits, and businesses, as well as entrepreneurial and civic/community groups, regarding issues of homelessness, including recommendations for affordable housing projects.

Makes presentations to boards, the business community and other groups regarding findings and recommendations; facilitates and represents the Agency and County at meetings with members of the business community and the general public.

Reviews and analyzes complex data
Researches, analyzes, interprets, and prepares studies and reports on a variety of data related to homelessness.

Negotiates, prepares and administers contracts and agreements; researches, prepares, and/or oversees preparation of grant and funding applications and proposals, and administers grants.

Researches and advises on implementation of evidence based practices and measurable outcomes.

Develops qualitative and quantitative measures to monitor, ensure, and evaluate programs and projects, contract/grant/permit compliance, professional consultant/contractor performance, and client satisfaction.

Performs various public relations activities, which may include development of promotional materials and press releases.

Prepares and recommends project and program budgets and participates in preparation of budgets that support services; Supervises, directs and coordinates outside professional consultants and contract service providers.

May serve as staff for, or provide advice to, boards, commissions, and committees.

Performs other duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and practices of homeless services strategies, program administration and resources, including methods for business attraction and retention.
Organizational and management principles.
Principles and practices of researching and analyzing the economic feasibility of programs and projects; Methods of financing homelessness projects.
Principles and practices of leadership, supervision and training.
Principles and practices of Request for Proposal/Qualification planning, development, administration, evaluation, and contract development.
Principles and practices of grant writing, application, and administration.
Marketing, public information, and promotional techniques used in homelessness.
Principles of work plan development and implementation.
Functions and relationships between private and public sector groups that serve the homeless populations.
Principles, practices and techniques of research and statistical analysis.
Principles and practices of financial forecasting, budget preparation and budget administration.
Federal, state and local policies, laws, rules, and regulations relating to homelessness and financing.
Principles and practices of training, and performance evaluation.
The principles and practices of conflict resolution;
Local government organizational structure, functions, and management.
Principles and practices of developing and nurturing collaborative partnerships.

ABILITY TO:
Plan, organize and promote homelessness strategies, programs and related activities.
Research, analyze and prepare technical funding proposals, contracts, and financial reports;

BOS: July 27, 2021 – Revisions to JD
Plan, organize, direct and supervise staff.
Research, analyze, interpret and present findings on complex data, documents, technical studies, leases, agreements, contracts and other data and documents related to homelessness projects and programs.
Administer grant and contract activities to ensure compliance.
Establish and maintain cooperative working relationships with City and County officials and private and public entities.
Evaluate and recommend changes to policies, practices, and procedures.
Analyze problems and identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Interpret and apply complex federal, state and local policies, laws, rules, and regulations.
Work effectively with business leaders, financial institutions, citizen groups and department managers.
Work effectively in time-sensitive situations to meet deadlines; coordinate multiple projects and complex tasks concurrently.
Exercise sound independent judgment and demonstrate initiative and creativity, with minimal supervision.
Communicate complex material clearly, logically, and concisely, both orally and in writing, including public presentations to large and small audiences.

EDUCATION AND EXPERIENCE:
Bachelor's degree from an accredited college or university related to public administration, business, finance, or social sciences. (A Master's degree in a related field is highly desirable.)

AND

Five (5) years of progressively responsible professional experience in public administration, including one (1) year experience in the design and delivery of social services, public health, or behavioral health programs and six (6) months general knowledge and experience in programs addressing homelessness. A master's degree in a related field may be substituted for one (1) year of professional experience.

LICENSES AND OTHER REQUIREMENTS:
Valid California Driver's License.

WORKING CONDITIONS:

ENVIRONMENT: Office environment.

PHYSICAL REQUIREMENTS: Physical abilities required include hearing and speaking to exchange information and make presentations, seeing to perform work and dexterity of hands and fingers to operate computer equipment.