



JOB DESCRIPTION

Homelessness Solutions Coordinator

Date Prepared: March, 2019

SUMMARY Under general direction, provides management, strategic planning, and administrative oversight of the development and implementation of homeless services, and ensures that programs and resources across all departments are aligned with the City's goals to address and reduce homelessness; and performs related duties as assigned.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Provide guidance on homeless issues and oversight of the City's efforts to address and reduce homelessness.
- Develop and oversee program goals and objectives.
- Develop, coordinate, and evaluate City operated or contracted programs to address homelessness including initial planning, feasibility studies, community involvement, project design and implementation strategies, project approval and evaluation using program and population data to make sound recommendations, including alternative courses of action, such as project restructuring.
- Collaborate with other local businesses, non-profits, and community groups in the coordination and delivery of services to the homeless.
- Coordinate City policies and activities with local, regional, state, and federal homeless programs.
- Serve as a City liaison on homeless issues to civic groups, community, and philanthropic organizations and individuals.
- Establish, maintain, and enhance cooperative relationships between City departments, local service providers, and the homeless community.
- Conduct and participate in public outreach and educational programs.
- Prepare and monitor project and program budgets and expenditures.
- Research and develop grant proposals.
- Seek out other funding sources for City homeless programs and determine funding priorities.
- Provide oral and written reports to various departments, City Council, commissions, and other community groups on City's homeless issues.
- May represent the City on homelessness issues at regional meetings related to homeless policy.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Possession of a bachelor's degree from an accredited college or university in Social Sciences, Public Health, Public Administration, or a related field; and four (4) years of progressively responsible experience in the development, delivery, monitoring, or evaluation of community programs which must include at least two (2) years supervision, leadership, or management of complex programs/projects. Previous experience working with homeless individuals is preferred, but not required.

Progressively responsible related experience may be substituted for the educational requirement on a year-for-year basis, for up to two (2) years.

Knowledge of:

- Basic knowledge of service provision to the homeless.
- Working knowledge of social, economic, and political issues relevant to low income communities and trends in the field of homeless and social services.
- Current federal, state and local laws, regulatory codes, ordinances, procedures relevant to social services programs, such as those designed to improve/provide housing, education, employment, or socio-economic status.
- Principles and practices of performing needs assessments.
- Program development, implementation, management and evaluation.
- Conflict resolution and problem solving techniques.
- Community outreach, advocacy and public education.
- Principles and practices of staff management, supervision and training.
- Principles and practices of contract administration and evaluation and public agency budget development and administration.
- Resources and requirements to acquire private and governmental funding.
- Basic business controls, business ethics, basic arithmetic and data review and reconciliation techniques.

Skill in:

- Assessing community needs and evaluate programs using outcome data to determine effectiveness of program components and recommend program modifications, as necessary.
- Establishing and coordinating program services, policies, and procedures to ensure compliance with data quality requirements and conformity with federal, state, and local regulations, and best practices.
- Exercising sound judgment and political astuteness in complex situations.
- Developing creative and effective solutions to challenging problems and issues.
- Coordinating activities across multiple City departments and other agencies.
- Selecting, training, supervising, developing, evaluating, and motivating staff.
- Coordinate and oversee programmatic budgeting, and/or fiscal reporting activities.
- Preparing and delivering clear and concise oral and written reports, policies, procedures, and other written materials.
- Proficiently use work-related computer applications such as Microsoft Windows, Word, Excel, Outlook, database management, and internet communications.
- Establishing, organizing, and maintaining complex record keeping systems.
- Prioritizing work and coordinating several simultaneous activities.
- Using initiative, discretion, and judgment within established procedures, guidelines, and rules.
- Defining problems, establishing facts, and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgments.
- Interpreting and applying City, state, and federal policies, laws, and regulations.
- Managing staff, delegating tasks and authority, and evaluating staff performance.
- Building effective teams and providing efficient customer service.
- Communicating effectively, both verbally and in writing.
- Operating a personal computer and various software applications.
- Establishing and maintaining cooperative working relationships with City Management, City Council, department heads, managers, supervisors, employees, external auditors, external public and private agencies and the general public.
- Applying safe work practices.

LICENSE AND CERTIFICATION REQUIREMENTS:

Must possess a valid California class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are moderate, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes up to 50 pounds and/or utilizing a hand dolly. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

City Manager

Date

Personnel Officer

Date