



## JOB DESCRIPTION

### Homelessness Solutions Manager

Date Prepared: May, 2022

**SUMMARY:** This is an exciting new position in the Planning Department that will provide guidance on homeless issues and the City's efforts to address and reduce homelessness. Under general direction, directs, manages, supervises, develops and coordinates homeless services and outreach activities in partnership with other City Departments and outside agencies; and performs related duties, as assigned. The ideal candidate would have strong leadership skills, be a creative problem solver, and have exceptional people skills including the ability to establish trust within the Victorville community and target population.

**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:*

- Develop, coordinate, manage, and evaluate City operated or contracted programs and facilities to address homelessness and mitigate its impacts.
- Analyze, identify, and seek potential funding sources for homeless activities and services.
- Manage grant funds and service provider agreements, applying knowledge of organizational needs and deadlines.
- Work independently under established policies, procedures, safety regulations, and guidelines.
- Review and approve expenditures.
- Review invoices, contracts, project cost projections, and state cost accounting code policies.
- Coordinate the agenda for the City's Homelessness Solutions Task Force meetings and recruitment of Task Force participants.
- Serve as the primary point of contact for homelessness related community concerns. May provide direction to staff in other City departments with responsibilities in addressing various aspects of homelessness.
- Monitor and analyze new and revised statutes, legislation, articles, trends, and developments related to homeless issues, services, and funding.
- Prepare and monitor, project and program budget and expenditures.
- Coordinate, in collaboration with the Continuum of Care, the Homeless Point In Time Count, as mandated by the US Department of Housing and Urban Development (HUD).
- Develop and maintain strong working relationships with City staff and other governmental entities, health care professionals, service providers, homeless/housing service providers and the community at large.
- Prepare written and statistical reports.
- Supervise support staff.
- Prepare correspondence and City Council summaries highlighting work progress.
- Represent the City on homelessness issues at regional meetings related to homeless policy.
- Collaborate with other local businesses, non-profits, and community groups in the coordination and delivery of services to the homeless.
- Develop and implement communications strategies including public outreach and the dissemination of materials related to services.
- Review policies and procedures and provide recommendations.

- Provide staff with tactical and strategic directions.
- Maintain confidentiality for work-related issues and City information.
- Perform other duties, as required or assigned.

## **MINIMUM QUALIFICATIONS:**

### **Education, Training and Experience Guidelines:**

The successful candidate will typically possess the following:

**Education:** Graduation from an accredited college or university with a bachelor's degree in Public Administration, Social Sciences or a related field. A Master's degree is highly desirable.

**Experience:** Two (2) years of progressively responsible experience in working with homeless in the development, delivery, monitoring or evaluation of community programs AND at least four (4) years of supervision, leadership or management of complex programs and projects. An advanced master's degree in Public Health, Social Science, Public Administration may be substituted for one (1) year of related work experience.

### **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, training and performance evaluation.
- 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 primarily in an office environment, in close proximity to other workers and community members. Incumbent may be exposed to constant interruptions. Physical demands are moderate, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes and/or utilizing a hand dolly to lift and transport materials and supplies weighing up to 50 pounds. 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, if assigned, which may include weekends, holidays, evenings, and/or varying shifts.

\_\_\_\_\_  
City Manager

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Date

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Personnel Officer

\_\_\_\_\_  
Date