

City of Allentown
Position Description

Class Title: Unhoused Services Coordinator

Grade Number: 11N– Exempt

Department: Community and Economic Development, Bureau of Health

Union: Non-bargaining

GENERAL PURPOSE

Performs a variety of duties in unhoused services and other related program areas and as applicable, in accordance with current grant and funding sources under the Public Health Engagement and Outreach Program within the Allentown Health Bureau. Duties include developing and maintaining a comprehensive strategic plan for addressing homelessness in the City of Allentown; working in partnership with City departments as well as both new and established outside partner agencies; coordinating efforts by City and outside agencies to meet the needs of the unhoused and unstably housed; providing education and outreach to the community; collecting, analyzing, and reporting data to and from partner agencies; and participating in other related task forces or groups. The employee routinely acts independently to complete assignments with guidance of established policies and procedures.

SUPERVISION RECEIVED

Works under the supervision of the Public Health Engagement and Outreach Manager

SUPERVISION EXERCISED

Does not supervise other staff members

ESSENTIAL DUTIES AND RESPONSIBILITIES

- (A) Develop and coordinate a working group of representatives from city departments who will coordinate prevention and intervention strategies regarding the unhoused population.
- (B) Coordinate the City's policies and activities with local, regional, state and federal unhoused programs.
- (C) Develop a strategic plan for the City of Allentown to address homelessness.
- (D) Create and implement a recurring, comprehensive census of all unhoused individuals in the City of Allentown.
- (E) Collect, analyze and continually update data concerning the unhoused population in the City of Allentown.
- (F) Network with City departments and the business community to create expanded services and employment opportunities for unhoused individuals; serve as liaison on unhoused issues with non-profit and public agencies and coalitions.
- (G) Establish, maintain and enhance cooperative relationships with local service providers

and the unhoused community.

- (H) Conduct and participate in public outreach and educational programs; advocate for and promote acceptance of unhoused persons and/or programs in localities and neighborhoods.
- (I) Participate in all local and regional teams and taskforces related to the unhoused issue in the Lehigh Valley.
- (J) Obtain, track, record, and report deliverables in accordance with current and/or relevant grant funding requirements.
- (K) Provide quality and effective customer service with courtesy and understanding to our customers, citizens and internal departments.
- (L) Available to respond to public health emergencies and assume the role designated for them in the public health emergency response plan.
- (M) Acquires, maintains and demonstrates the public health core competency.
- (N) Performs other duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Minimum 5 years of experience working in or with a human services agency including unhoused services agencies, community outreach agencies, etc.
- (B) Minimum 2 years of experience performing advanced administrative tasks including leading team meetings, performing data collection and analysis and writing reports.
- (C) Advanced education completed towards the fields of human services, social work, public health, or related issues; or
- (D) Equivalent combination of related education, training and experience which provides the required knowledge, skills, and abilities.

Necessary Knowledge, Skills, and Abilities:

- (A) Knowledge of and understanding of the unhoused problem in Allentown and the Lehigh Valley.
- (B) Knowledge of the use of computers in word processing, data compilation, analysis, and research.
- (C) Proficiency in the use and operation of Microsoft Word, Excel, PowerPoint and Outlook
- (D) Effective communication skills, including ability to develop and express ideas and opinions concisely, comprehensively, and clearly in oral and written form.
- (E) Ability to establish and maintain effective working relationships with associates, government, professional and non-professional groups, and the public.
- (F) Ability to organize and manage time; ability to work independently to meet program objectives.
- (G) Ability to represent the Bureau at meetings and to chair committees as needed.
- (H) Ability to analyze, interpret, and present data to assess need
- (I) Possession of a valid driver's license required.

SPECIAL REQUIREMENTS

None

TOOLS AND EQUIPMENT USED

Daily use of a motor vehicle, computers, printers, photocopiers, phone, multimedia equipment (e.g., portable projectors, projection screens), and other electronic devices.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is constantly required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms and walk frequently. Employee must be able to climb as many as two flights of stairs.

The employee must occasionally lift and/or move up to fifty (50) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.