



City of San Bernardino Homeless Services Coordinator

CLASS CODE	10700	SALARY	\$45.61 - \$55.43 Hourly \$7,905.09 - \$9,608.26 Monthly \$94,861.08 - \$115,299.12 Annually
ESTABLISHED DATE	August 04, 2021	REVISION DATE	August 10, 2021

Job Summary

Under general supervision, develops and administers the City's homeless policies and programs. Engages regularly with other City departments in addressing social inequities and works with underserved communities.

This position is also responsible for policy and programmatic work, grant administration, as well as in-the-field work with frontline practitioners.

This class is characterized by the responsibility to develop, manage, and coordinate the policies, programs, and financial operations of a complex organization. Incumbents at this level exercise decision-making authority. Direct supervision may be exercised over professional, para-professional, technical and or clerical staff. Incumbents represent the City or their Department before City Council, City Manager, Commissions, community groups, other City staff and the public.

Distinguishing Characteristics

This position will play a critical community engagement role in working with the public to build understanding and support for these efforts, while also utilizing public input to iterate the City's approach. This occupation also plays a vital role in addressing homelessness and housing issues in our community and moves forward the overall goal of the City to address chronic homelessness with the goal of transforming the local system of care for people experiencing homelessness, and develops and champions associated programs.

Incumbents are required to perform their responsibilities with minimal direction, initiative and creativity, exercising experienced professional judgment and problem-solving skills.

Essential Duties & Responsibilities

Essential Functions: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Essential duties and responsibilities may include, but are not limited to, the following:*

- Participates in the daily functions, operations, and activities of the City's homelessness programs.
- Develops and delivers street outreach and services, homelessness prevention, and rapid re-housing program options.
- Analyzes the social determinants of homelessness to measure the impact of related programs, policies, and to justify funding with measurable results.
- Writes and presents information and reports to committees, commissions, the City Council, and other agencies, consultants, groups and nonprofit organizations.
- Develops policies, public communications, and designs strategies for outreach and engagement efforts.

- Develops public understanding in support of homeless programs by utilizing public input and engagement.
- Collaborates with other local businesses, non-profits, and community groups in the coordination and delivery of services for the homeless.
- Serves as City liaison on homeless issues to civic groups, community, philanthropic organizations and individuals.
- Establishes relationships with neighboring jurisdictions and governmental agencies.
- Prepares and monitors project and program budgets and expenditures.
- Measures the efficiency and effectiveness of programs.
- Ensures compliance with Federal, State, and local housing regulations.

Knowledge of –

- Basic knowledge of service provisions to the homeless; working knowledge of social, economic, and political issues relevant to low income communities; and trends in the field of homelessness and social services
- Homeless services strategies, program administration and resources, including methods for business attraction and retention
- The principles and practices of researching and analyzing the economic feasibility of programs and projects
- Methods of financing homeless projects
- Request for Proposal/Qualification planning, development, administration, evaluation, and contract development
- The principles and practices of grant writing, application, and administration
- The principles of work plan development and implementation
- The functions and relationships between private and public sector groups that serve the homeless populations; principles and practices of developing and nurturing collaborative partnerships
- The principles, practices and techniques of research and statistical analysis
- The 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
- Local government organizational structure, functions, and management
- Community outreach, advocacy and public education

Skill in –

- Planning, organizing and promoting homelessness strategies, programs and related activities
- Researching, analyzing and preparing technical funding proposals, contracts, and financial reports
- Assessing community needs and evaluating programs using outcome data to determine effectiveness of program components and recommending program modifications as necessary
- Researching, analyzing, interpreting and presenting findings on complex data, documents, technical studies, leases, agreements, contracts and other data and documents related to homeless projects and programs
- Administering grant and contract activities to ensure compliance
- Establishing and maintaining cooperative working relationships with City and County officials and private and public entities
- Evaluating and recommending changes to policies, practices, and procedures
- Analyzing problems and identifying alternative solutions, project consequences of proposed actions and implementing recommendations in support of goals
- Interpreting and applying complex federal, state and local policies, laws, rules, and regulations
- Working effectively with business leaders, financial institutions, citizen groups and department managers
- Working effectively in time-sensitive situations to meet deadlines; coordinating multiple projects and complex tasks concurrently

- Exercising sound independent judgment and demonstrating initiative and creativity, with minimal supervision
- Communicating complex material clearly, logically, and concisely, both orally and in writing, including public presentations to large and small audiences.

Minimum Qualifications

Education and Experience:

Bachelor's degree in Public Policy, 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 with at least two (2) years of experience working with the homeless; or an equivalent combination of education, experience and training sufficient to successfully perform the essential duties of the job such as those listed above.

Licenses, Certifications, and Equipment:

A valid State driver's license is required.

Physical Requirements and Work Environment: Employees work under typical office conditions and the noise level is usually quiet. Employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk. Employee is required to maintain a flexible work schedule in order to provide staff support after normal business hours and weekends, as directed.