

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: HOMELESS SERVICES MANAGER

DEPARTMENT: HOUSING AND HOMELESS SERVICES

BASIC FUNCTION:

Under general direction, the Homeless Services Manager will plan, supervise, coordinate and direct the implementation and administration of the city's homeless and rehabilitation programs; be responsible for developing housing opportunities for the residents of the city; coordinate assigned activities with other divisions, departments and outside agencies; provide professional staff support to the Housing Commission; supervise subordinate professional and support staff and perform related work as required.

KEY RESPONSIBILITIES:

Assumes responsibility for program and project development, providing assistance in the development of housing policy that reduces and prevents homelessness, stakeholder engagement, and long-range strategic planning.

Provides input into policies, funding initiatives and regulations.

Develops and implements homeless services programs and expenditures of funds.

Works with stakeholders to review funding opportunities.

Develops and administers division budgets and contracts; participates in the forecast of funds needed for Homeless Services Division operations; evaluates and recommends division staffing needs, training, equipment, materials, and supplies.

Acts as a policy knowledge expert, understanding applicable regulations and policies as they apply at the municipal level.

Manages and participates in the development and implementation of goals, objectives, policies and priorities for the city's homeless programs; recommends and administers policies and procedures; assumes responsibility for the homeless services policies.

Supervises the monitoring of the homeless services programs and project requirements; prepares, reviews and analyzes contracts, legal documents, financial information and proposals..

Assesses and re-assesses program efforts, efficiencies, and effectiveness, and determines goals and priorities.

Responds to and resolves difficult and sensitive resident inquiries and complaints.

Monitors requirements of ongoing programs and obligations of funds received to ensure conformity and necessary reports are completed and filed when due.

Participates in the selection of assigned staff; provides or coordinates staff training; works with employees to correct deficiencies.

Serves as the liaison for the Homeless Services Division to the other divisions, departments and outside agencies; represents the Homeless Services Division and the city on various local, regional and state boards and committees; negotiates and resolves sensitive and controversial issues.

Represents the city at various meetings and conferences; prepares staff reports and makes presentations and recommendations to the City Council; makes presentations to stakeholder groups as necessary.

Performs other related duties as assigned.

QUALIFICATIONS:

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skills and/or abilities required.

Knowledge of:

- Principles, practices and methods of assisted housing and homeless programs, economic analysis, and municipal finance.
- Federal, state, and local laws and regulations pertaining to housing and homelessness systems and programs.
- Principles and practices of public administration and management.
- Effective communication techniques, including speaking and making presentations to groups.
- Methods of administrative research, data analysis and reporting.
- Principles and practices of consultant contract management.
- Principles and practices of organization, administration, budgeting and personnel management.
- Principles and practices of community grants and community education programs design and implementation.

Ability to:

- Ensure that division activities conform with federal, state and local laws and regulations.
- Assist in preparing annual budget and monitoring revenues and expenditures.
- Prepare executive-level correspondence and reports.
- Select, supervise, train and evaluate assigned staff.
- Mentor, coach and develop assigned staff.
- Analyze complex financial proformas and regulatory agreements.
- Review and analyze proposed regulations, legislative measures, and policies.
- Communicate clearly, both orally and in writing.
- Analyze division policies and procedures; identify, recommend and implement improvements.
- Establish and maintain cooperative relationships with those contacted during work.

- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Work well under pressure to meet deadlines.

EXPERIENCE/EDUCATION/LICENSE/CERTIFICATE:

Any combination of experience and education that would provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to a bachelor’s degree from an accredited college or university with a major course in public administration, business administration, or a related field.

Experience:

Eight years of increasingly responsible experience in homeless programs, or related program areas, including four years of administrative and management responsibility.

A master’s degree in public or business administration, or related field, is highly desirable.

License or Certificate:

Possession of, or the ability to obtain a valid Class C California drivers’ license

PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, an employee is regularly required to sit, to move to access office equipment and other workplace appurtenances; and to communicate, in person and by telephone. An employee is frequently required to move within and between city facilities and other locations. Abilities required by this job include reading documents and operating office equipment as necessary during the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret financial and statistical data, information and documents; analyze and solve problems; use math and apply mathematical reasoning and abstract statistical concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, council members, commissioners and others encountered in the course of work.

The employee works under typical office conditions and the noise level is usually quiet. Employees may be required to travel to work sites or other sites for meetings; attend evening and weekend meetings; frequently travel to construction areas within the city for field visits.

This is an at-will management classification

APPROVED: July 1, 2021