

**HOMELESS SERVICES COORDINATOR**

**DEFINITION**

Under general direction, responsible for the operational management of the City's Encampment Resolution Fund, which includes the establishment and operation of an interim housing site. The Homeless Services Coordinator will oversee the Peer Outreach Worker; develop and implement new strategies in collaboration with other agencies; organize and participate in public outreach, education, and advocacy; coordinate services providers; and prepare reports. This position will work closely with the County of Monterey Department of Homeless Services and the Coalition of Homeless Services Providers (CoC).

**SUPERVISION RECEIVED AND EXERCISED**

Receives supervision from the Housing Analyst or designee.

**CLASS CHARACTERISTICS**

This is a single-level position within the Community and Economic Development Department. Responsible for the implementation and operations of the City's homeless programs and initiatives. Receives direction from the Housing Analyst.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides oversight of all administrative aspects of the City's homelessness encampment programs, including coordination and communication with other City staff, community-based service providers, members of the public, encampment residents, and program participants.
- Oversees the City's Encampment Resolution Fund Program, interim housing site, coordinates with site operator, the County and City Departments.
- Coordinates outreach efforts for homelessness response.
- Connects outreach workers from various providers/agencies to the unhoused within the City's limits.
- Conducts constituents and local business outreach.
- Determines, prepares, and provides responses to the public, as well as proactive public correspondence related to the City's homelessness response.
- Prepares reports related to homelessness response.
- Oversees homelessness response budget and expenditure and EFR-3 grant management.
- Conducts cost analysis; monitors monthly expenses; creates budget analysis and projections; manages purchase orders; opens new financial project numbers; and ensures invoice payments and tracking.

- Creates and updates resource materials for homelessness response.
- Ensures compliance with all applicable federal, state, and local regulations and requirements related to interim shelter operations.
- Attends all required meetings and mandatory training.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Pertinent local, State, and Federal rules, regulations, and laws.
- Basic principles and practices of service provisions to the homeless.
- Program planning, development, and coordination.
- Community outreach, advocacy, and public education.
- Methods and techniques of research funding sources, fundraising, and grant writing.
- Municipal government organization.
- Modern office procedures, methods, and computer equipment.
- Principles and practices of work safety.

### **Ability to:**

- Follow CoC best practices in reducing homelessness in the community.
- Interpreting, analyzing, and applying governmental policy, procedures, and regulations.
- Preparing and overseeing budgets.
- Preparing concise, comprehensive, and accurate written reports, presentations, and correspondence.
- Communicating effectively, orally, and in writing.
- Promoting the mission, values, and standards of the organization.
- Establishing and maintaining effective working relationships.
- Effectively organizing tasks, planning time frames, and meeting deadlines.
- Managing, training, and evaluating assigned staff.

### **Desired Qualifications:**

- Bilingual English and Spanish
- Familiarity with a Homelessness Management Information System (HMIS).

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

- Bachelor's degree from an accredited college or university in psychology, counseling human services, social, behavioral sciences, community development, business, public administration, or a related field; and
- Two (2) years of progressively responsible professional program and project management experience; or
- One (1) year of experience working with people who have experienced homelessness, mental health, and/or substance use issues.

### **License and Screening Requirements:**

- Possess a valid California Driver's License and a satisfactory driving record.
- Receive satisfactory results from a Livescan (electronic fingerprinting).
- Satisfactory physical examination and an administrative review.

### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift up to 25 pounds and carry, push, and pull materials and objects necessary to perform job functions.

Working conditions may include indoor and outdoor settings. Will require exposure to outdoor elements such as sun, heat, fog, and rain.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a low-barrier navigation center environment with exposure to criminal offenders, mentally ill individuals, and persons infected with communicable diseases.