

HOUSING AND HUMAN SERVICES PROGRAM MANAGER

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DEFINITION

Under general direction, develops, implements, and manages the coordination, administration, and operation of assigned comprehensive specialized housing, social service programs, projects, and activities; provides supervision and performs other related work as required.

DISTINGUISHING FEATURES

Work in this class is characterized by the development and coordination of activities in functional areas; it is distinguished from that of lower classes by the level and assignment of supervisory, managerial, and administrative responsibilities. Managerial responsibilities may focus on programs, projects, and related research, analysis, and operations, as well as oversight of consultants and coordination of community groups and external agency services.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

1. Develops, administers, evaluates, and oversees programs and projects related to street and sheltered homelessness, providing emergency shelter, social services, and other related community services.
2. Coordinates and convenes service providers who serve individuals experiencing homelessness or individuals at risk of becoming homeless.
3. Administers programs that help people overcome housing challenges and prevent homelessness by supporting affordable housing production, preservation of existing affordable housing stock, equitable housing practices, housing assistance programs, homeless prevention programs, and comprehensive housing and supportive services.
4. Conducts research and analytical studies on a variety of programs and issues; coordinates and expedites reports and program information from City departments; formulates recommendations and prepares reports and correspondence.
5. Prepares and administers grants, contracts and agreements; participates in and coordinates the selection of contractors and consultants; monitors performance standards and regulatory compliance.
6. Collaborates with City staff, service providers, and community stakeholders and presents information to other City departments, divisions and work units, and with other agencies, community groups, institutions, contractors and consultants.
7. Prepares policy and procedural recommendations relevant to housing and human services.
8. Investigates and resolves complaints related to City social services and programs.
9. Participate in the development and implementation of goals, policies, and priorities.
10. Prepares and administers assigned budgets; provides fiscal oversight, including approving project budgets, reviewing and approving invoices and coordinating payment through established financial systems.
11. Develops staff reports and resolutions for City Council and City board review and approval.
12. Presents information to the City Council, boards, commissions, community groups, and governmental bodies.
13. Provides staff support and serves as primary liaison to various City commissions, boards, and taskforces as assigned.
14. May supervise, coach, train, and evaluate assigned staff.

Other Duties:

15. Performs related duties as assigned

WORKING CONDITIONS

- Indoor office environment.
- Ambient office sounds and noises such as speaking, working office equipment and software.
- Travel to City work sites and locations to conduct work, including shelters and outdoor homeless encampments.
- Work with hostile and/or offensive individuals, including those experiencing mental health disorders.

PHYSICAL DEMANDS

- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting or standing for extended periods of time.
- Hearing and speaking to exchange information and make presentations.
- Thinking, focusing, and concentrating to prepare and complete assigned tasks
- Emotional regulation to deescalate conflict or respond appropriately to hostile interactions.

EMPLOYMENT STANDARDS

Education/Experience

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

Education: Graduation from an accredited four-year college or university with major course work in public or business administration or a related field.

Experience: Four years of progressively responsible professional experience involving affordable housing programs or programs serving low-income residents from diverse backgrounds.

Knowledge

Knowledge of principles of public administration including organization, personnel and fiscal management; principles and practices of affordable housing programs; legislation, laws, court rulings, and rules and regulations related to homelessness, affordable housing, and government assistance programs; state and federal program legislation, regulations, implementation, compliance, and systems; municipal government organization and operations.

Ability

Ability to effectively plan coordinate, administer, manage and evaluate comprehensive and/or specialized programs, projects and activities; facilitate and coordinate group, community and interagency interaction and work efforts; perform both complex and routine administrative work with speed and accuracy; interpret and apply established City policies, procedures and codes; interpret and apply specialized federal and state legislation and court rulings; establish and maintain accurate records; interpret and analyze information; draw valid conclusions and project consequences of decisions and recommendations; prepare studies and reports concerning complex matters; set priorities, meet deadlines and make sound decisions; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with employees and the general public and supervise, train, and evaluate assigned staff.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

SELECTION PROCESS:

The examination process may include an application and supplemental questionnaire evaluation, a written exam, a performance exam, and/or an oral interview. The examination process may test for, but is not limited to, the essential knowledge and abilities listed in the job specification and announcement and will be designed to provide a comprehensive review of each candidate's technical knowledge and overall suitability for the position. Qualified applicants will be notified of the exact date, time, and location of examinations approximately two weeks in advance.

Candidates passing all components of the examination process will be placed on an Eligible List. A list of names is certified to the department(s) having vacancies based on the type of examination conducted pursuant to the provision of the City's Civil Service Rules. Final selection will be made from the Eligible List by the Department Head subject to approval by the City Manager. The Department Head may utilize additional selection procedures to make a final hiring decision. Placement on an Eligible List does not guarantee employment. The selection process may be evaluated and

revised based on the number of qualified applicants. Federal law requires that prior to employment, you must furnish proof of your identity and eligibility for employment in the United States, as required by U.S. Citizenship and Immigration Services.

VETERAN'S PREFERENCE CREDIT: A job applicant qualifies as a veteran if honorably discharged from active military, reservist, or National Guard duty of at least 18 consecutive months within the past five (5) years of the date of application. In case of discharge attributable to service-connected injuries or illnesses, the 18 months active duty requirement need not be fulfilled. An applicant claiming veteran's preference credit must attach to their application, a legible copy of their DD-214 verifying the type of discharge and date(s) of active service. NO OTHER DOCUMENTATION WILL BE ACCEPTED.

AN EQUAL OPPORTUNITY EMPLOYER: The City of Alameda encourages minorities, women and the disabled to apply. It is the City's policy that all aspects of employment and promotion shall be without regard to sex, marital status or disability (except where dictated by requirements of the position), race, sexual orientation, political affiliation, religious creed, color, national origin or age. Qualified disabled persons must be able to perform the essential functions of the position with or without reasonable accommodations. No individual may pose a direct threat to the health or safety of himself/herself or other individuals in the workplace. Barring undue hardship, reasonable accommodations can be made in the application and examination process for disabled individuals or for religious reasons. Requests for reasonable accommodation should be made in advance to the Human Resources Department. Hearing Impaired TDD (510) 522-7538.