HOUSING AND HUMAN SERVICES MANAGER

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DEFINITION

Under general direction is responsible for overall management, coordination and administration of the Housing and Human Services Division and its programs and projects.

DISTINGUISHING FEATURES

The incumbent provides direct supervision over supervisors, professional, technical and administrative support staff and is responsible for formulating policy, developing goals and objectives, implementing and reporting grant funding, and developing and administering the division's budget. The Housing & Human Services Manager is a division manager and is distinguished from lower classifications in that the incumbent has supervisorial responsibility over staff and is responsible for managing all programs within the entire division. It is further distinguished from Director level positions in that Department Directors have broad management and goal setting responsibilities for an entire city department, which may include multiple divisions and areas of work.

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 and manages strategies, programs, and projects related to affordable housing, social services and services for people who are unhoused
2. Develops and implements goals, objectives, policies and priorities for the division; participates in budget preparation and administration
3. Performs or oversees and manages complex administrative activities including the development of grant funding applications, implementation of grant funds and contract agreements, and reporting and ensuring compliance on grant funding and human services activities
4. Coordinates project activities, responsibilities, and project schedules with other City departments
5. Serves as primary liaison, or supervises staff to liaison, to various City commissions, boards, and task forces, state and federal agencies, developers, contractors, community-based groups, property owners and residents, and other community stakeholders; develops and conducts public participation processes and manages relationships with City of Alameda stakeholders.
6. Prepares, reviews and presents various reports, resolutions and studies, including City Council staff reports and project status reports
7. Prepares timely, complete, accurate and concise written technical reports and correspondence
8. Makes presentations before the City Council, commissions, committees, community groups, boards and governmental bodies
9. Prepares and administers project scopes of work, project budgets and schedules; and identifies and resolves potential conflicts or issues
10. Represents the City of Alameda on various committees, organizations, and associations
11. Supervises, trains and evaluates assigned staff
12. Performs related duties as assigned.

Other Duties:

12. 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 coursework in public policy, public or business administration, or a related field.

Experience: Five years of progressively responsible experience in affordable housing programs and social services program management and evaluation which includes substantial supervisory responsibility.

Knowledge
Knowledge of organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility; principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures; principles and practices of leadership; social service program coordination including goal setting, program development, implementation, and evaluation, project management, grants management, budget development and administration, and contract administration; principles, practices, and trends of affordable housing and affordable housing financing; local, regional, and state programs and incentives for affordable housing development; applicable federal, state, and local laws, rules, codes, and regulations applicable to the areas of assignment; principles and practices of community engagement and public relations; techniques of conducting analytical studies, evaluating alternatives, and making sound recommendations; procedures for planning, implementing, and maintaining a variety of housing activities and social services programs through community participation; project management principles and practices; modern office equipment and communication tools used for business functions and program, project, and task coordination; computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability
Ability to effectively manage and oversee affordable housing and social services programs and grants; develop, plan, coordinate, and implement projects; supervise, coordinate, plan, organize, and direct assigned staff, consultants, contractors, professionals, activities, and projects; demonstrate effective leadership and gain consensus and support; resolve conflicts effectively; develop and implement goals, objectives, policies, procedures, work standards and internal controls; review and analyze complex and technical information; draw valid conclusions and project consequences of decisions and recommendations; set priorities and meet deadlines; interpret and apply relevant federal, state, and local laws and regulations; interpret and explain complex governmental regulations, policies and procedures; establish and maintain accurate records; plan, administer and evaluate work projects and schedules; prepare complex technical studies and reports; set priorities, meet deadlines, and make sound decisions; proactively solve problems; diplomatically navigate a political environment; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with employees, public officials, other departments and agencies, developers, businesses, and the general public; 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.

r: 05/18/2023