

## **COMMUNITY DEVELOPMENT HOUSING AND HUMAN SERVICES PROGRAM MANAGER**

### **DEFINITION**

Under general direction, develops, implements, and manages the coordination, administration, and operation of assigned comprehensive specialized housing, ~~economic and community 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 ~~and level of~~ supervisory, managerial, and administrative responsibilities, ~~with the focus of m~~Managerial responsibilities may focus on functions on programs, /projects, and related research, analysis, and operations, as well as oversight of, and consultants and coordination of, community groups, and ~~other external~~ agency work services, effort coordination.

### **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 encampments, 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.
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1. ~~Manages comprehensive and/or specialized housing, economic and community development programs, projects, activities, and functions, including Community Development Block Grant (CDBG), Home Investment Partnerships (HOME) Program, and Homeless Prevention and Rapid Re-housing (HPRP) Program.~~
  2. ~~Conducts needs assessments; develops and implements responsive plans and work models.~~
  3. ~~Assists in coordinating the development, maintenance, and implementation of goals and objectives.~~
  4. ~~Develops, implements and manages programs, systems, procedures and operating methods; determines administrative and operational practices and procedures including those impacting daily operations and work flow, schedules and~~

~~staffing, and involvement and commitment.~~

- ~~5. Functions as administrative authority, maintaining in-depth knowledge of specialized discipline; monitors and evaluates impact of related legislation, regulations and court rulings, and develops or adjusts programs and procedures accordingly.~~
- ~~6. Coordinates, facilitates, and leads activities with other City departments, divisions and work units, and with other agencies, community groups, institutions, contractors and consultants.~~
- ~~7. Prepares and administers grants, contracts and agreements; participates in and coordinates the selection of contractors and consultants; monitors performance standards and regulatory compliance.~~
- ~~8. Provides and coordinates staff and technical assistance to the City Council and to various boards and commissions; serves as secretary to boards and commissions as assigned.~~
- ~~9. Prepares technical analysis, reports and correspondence; makes presentations to the City Council, boards, commissions, community groups, and governmental bodies.~~
- ~~10. Maintains knowledge of housing, economic and community development trends including legislation, court rulings and professional practices and techniques; prepares related policy and procedural recommendations.~~
- ~~11. Investigates and resolves complaints.~~
- ~~12. Participates in the development and implementation of goals, policies and priorities.~~
- ~~13. Prepares and administers assigned budgets; provides fiscal oversight, including approving project budgets, reviewing and approving invoices and coordinating payment through established systems including interaction with the Integrated Disbursement and Information System (IDIS).~~
- ~~14. Supervises trains and evaluates 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-yearfour-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.** ~~comprehensive program administration, development and implementation of policies and procedures, and project management involving local, state and/or federally funded programs such as the Community Development Block Grant and HOME, neighborhood planning, community services and citizen boards.~~

### Knowledge

Knowledge of principles of public ~~and business~~ administration including organization, personnel and fiscal management; principles and practices of affordable housing programs, economic and community development; legislation, laws, court rulings, and code provisions rules and regulations related to homelessness, affordable housing, and government assistance programs ~~economic and community government assisted projects and programs~~; state and federal program legislation, regulations, implementation, compliance, and systems, ~~particularly CDBG, HOME HPRP and IDIS~~; 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

~~Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.~~

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.