

CITY OF LOS BANOS

Job Description

POSITION TITLE	HOUSING PROGRAM MANAGER
DEPARTMENT	COMMUNITY & ECONOMIC DEVELOPMENT
EMPLOYMENT CATEGORY	EXEMPT
EMPLOYMENT LEVEL	MIDDLE MANAGEMENT

DEFINITION

To plan, organize, direct and coordinate the activities of the Housing and Homeless Outreach Division within the Community & Economic Development Department; supervise the Homeless Outreach Program including housing and homeless initiatives and ensure programs and resources are aligned with City goals; provide leadership to staff; to coordinate Housing and Homeless Outreach activities with other divisions and departments; responsible for the development of priorities, goals, and objectives for, and the coordination between the planning and implementation of the Housing and Homeless Outreach Division; and to utilize administrative and technical skills and provide highly complex staff assistance to the Community & Economic Development Director.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Community & Economic Development Director. Exercises direct supervision over assigned supervisory, technical, and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

- Reliable and dependable attendance and punctuality.
- Develop and implement department goals, objectives; establish performance standards, methods and related activities for assigned personnel; develop and implement policies and procedures.
- Direct, oversee and participate in the development of the Housing & Homeless Outreach Division work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
- Assist in preparing the Housing and Homeless Outreach Division budget and budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and control expenditures; administer the approved budget.
- Participate in the selection of staff; oversee the coordination of staff training; conduct performance evaluations; recommend discipline; implement discipline procedures as directed.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

- Manage large and complex special outreach events.
- Establish and ensure the implementation of proper Housing and Homeless Outreach programs; coordinate contractor and staff maintenance.
- Keep track of vendor operations and review vendor performance reports.
- Oversee planning and implementation of Housing and Homeless Outreach activities.
- Assist with low- and moderate-income people to secure and maintain quality, affordable housing through a wide range of programs and services, including public housing for families, seniors and the disabled.
- Assist with housing choice vouchers (Section 8).
- Assist with supportive housing services for special needs populations;
- Assist with rental assistance payments;
- Coordinate financial and technical assistance for moderate-income first-time homebuyers and low-income homeowners. Implement and carry out contracts for Housing & Homeless Outreach programs.
- Research methods for reaching appropriate target groups for services offered; prepare and disseminate information for promotion of programs including public speaking and fund development to community groups and private businesses; establish and maintain relations with potential clients.
- Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Research, prepare, and present technical, administrative, and City Council Agenda reports; prepare written correspondence.
- Develop grant and funding sources; seek and obtain sponsorships for assigned program related activities; analyze and identify potential funding sources for related activities and services; submit applications, monitor and comply with grant requirements including reporting.
- Implement adopted plans including but not limited to housing and homelessness strategic plans, policies, and standards.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in areas of assigned programs; research emerging practices and enhancements and their applicability to City needs.
- Receive investigate, and respond to difficult and sensitive problems and complaints in a professional manner; identify and report findings and take necessary corrective action.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform other related duties as assigned.

Knowledge of:

- Principles and practices of housing and homeless outreach activities.
- The management of contractual services and grant administration.
- Principles and practices of public relations techniques.

- Principles and practices of housing, homeless services and related activity and program development and implementation.
- Methods for analyzing community needs and developing and marketing resources to meet those needs.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal rules, regulations and laws.
- Modern office procedures and computer equipment.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Principles and practices of supervision, training and performance evaluation.
- Personnel management principles and functions.

Ability to:

- Organize, implement and direct Housing and Homeless Outreach activities within the Community & Economic Department.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time, and within budget.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.
- On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Conduct studies, prepare comprehensive reports, and determine cost effective ways for conducting the assigned housing & homeless outreach activities.
- Exercise independent judgment.
- Remain calm and focused during emergency operations.
- Understand community needs for a variety of housing & homeless outreach areas and evaluate activities according to those needs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Gain cooperation through discussion and persuasion.
- Interpret, apply, and explain pertinent laws and City and department policies, procedures, rules and regulations.
- Supervise, train and evaluate personnel.
- Understand and follow both oral and written instructions.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

MINIMUM QUALIFICATIONS

- Must be age eighteen (18) by date of application.
- Equivalent to completion of the twelfth grade.
- Possession of a valid California Class C driver license.
- Bachelor's degree from an accredited college or university in Public Administration, Business Administration, Finance, Economics, Social Services, or a related field.
- Five (5) years of increasingly responsible technical, administrative or analytical experience in the development, delivery, monitoring, or evaluation of community programs, community development, housing initiatives, grant applications, administration of grant awards, and deliver or programs to address homelessness; including two (2) years of supervisory responsibility and project management duties.
- Two (2) years of experience working with the homeless is highly desired.

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