

**CITY OF POMPANO BEACH  
CLASS DESCRIPTION**

**JOB CODE 248**

**HOUSING AND SOCIAL SERVICES MANAGER**

**GENERAL**

Under general direction within the Office of Housing and Urban Improvement, provides management, strategic planning, and administrative oversight of the development and implementation of homeless services, and ensures that programs and resources across all departments are aligned with the City's goals to address and end homelessness; and performs related duties as assigned.

**EXAMPLES OF ESSENTIAL DUTIES**

*The examples as listed are descriptions of essential functions and are not necessarily all inclusive. The omission of an essential function of work does not preclude management from assigning duties not listed herein. Assigned duties, which are essential function of work not listed herein, are permissible if such functions are a logical assignment to the position.*

- Develops, coordinates, and evaluates City operated or contracted programs to address homelessness including initial planning, feasibility studies, community involvement, project design and implementation strategies, project approval and evaluation using program and population data to make sound recommendations, including alternative courses of action, such as project restructuring.
- Collaborates with other local businesses, non-profits, and community groups in the coordination and delivery of services to the homeless.
- Coordinates City policies and activities with local, regional, state, and federal homeless programs.
- Serves as a City liaison on homeless issues to civic groups, community, and philanthropic organizations and individuals.
- Establishes, maintains, and enhances cooperative relationships with City departments, local service providers, and the homeless community.
- Assigns, directs, and evaluates professional, technical, and support staff including the Shelter Care Plus team.
- Conducts and participates in public outreach and educational programs.
- Prepares and monitors project and program budgets and expenditures.
- Researches and develops grant proposals; seeks out other funding sources for City homeless programs; and determines funding priorities.
- Provides oral and written reports to various departments, City Council, commissions, and other community groups on City's homeless issues.
- Serves as secretary to the Homeless Commission.
- Represents the City on homelessness issues at regional meetings related to homeless policy.
- Performs other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of service provision to the homeless.
- Knowledge of social, economic, and political issues relevant to low income communities; and trends in the field of homeless and social services.
- Knowledge of current Federal, State and local laws, regulatory codes, ordinances, procedures relevant to social services programs, such as those designed to improve/provide housing, education, employment, or socio-economic status.
- Knowledge of principles and practices of performing needs assessments; program development, implementation, management and evaluation.
- Knowledge of conflict resolution and problem solving techniques.
- Knowledge of community outreach, advocacy and public education.
- Knowledge of principles and practices of staff management, supervision and training.
- Knowledge of principles and practices of contract administration and evaluation and public agency budget development and administration.
- Knowledge of resources and requirements to acquire private and governmental funding; and
- Knowledge of basic business controls, business ethics, basic arithmetic and data review and reconciliation techniques.
- Ability to assess community needs and evaluate programs using outcome data to determine effectiveness of program components and recommend program modifications as necessary.
- Ability to establish and coordinate program services, policies, and procedures to ensure compliance with data quality requirements and conformity with federal, state, and local regulations, and best practices.
- Ability to exercise sound judgement and political astuteness in complex situations.
- Ability to develop creative and effective solutions to challenging problems and issues.
- Ability to coordinate activities across multiple City departments and other agencies.
- Ability to establish and maintain effective working relationships with diverse agencies, service providers, community groups, and members.
- Ability to select, train, supervise, develop, evaluate, and motivate staff.
- Ability to coordinate and oversee programmatic budgeting, and/or fiscal reporting activities.
- Ability to prepare and deliver clear and concise oral and written reports, policies, procedures, and other written materials.
- Ability to use work-related computer applications such as Microsoft Windows, Word, Excel, Outlook, database management, and internet communications.
- Ability to establish, organize, and maintain complex record keeping systems.
- Ability to prioritize work, and coordinate several simultaneous activities.
- Ability to establish and maintain effective working relationships.

- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all city ethics and conflicts of interest policies. A strong understanding of ethical behavior is required.
- Ability to establish and maintain effective working relationships with the general public, co-workers, city officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.
- Ability to maintain regular and punctual attendance.

## **MINIMUM QUALIFICATIONS**

Bachelor's degree in Public Administration, Social Work, Behavioral Science or related field; and four (4) years of progressively responsible experience in the development, delivery, monitoring, or evaluation of community programs which must include at least two (2) years of experience working with the homeless and at least two (2) years supervision, leadership, or management of complex programs/projects.

A comparable amount of training and experience may be substituted for the minimum qualifications.

## **PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.

## **SPECIAL REQUIREMENTS**

Possession of a valid, appropriate driver's license and an acceptable driving record.

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

11/2018

**Bargaining Unit:** Non-bargaining

**FLSA:** Exempt

**Pay Grade/Group:** 31/50

**Location:** OUHI Department

**GERS: Regular:** Regular Class