



Housing Services Coordinator

Department/Division:	Community Development/Housing
Reports To:	Housing Manager
Provides Direction To:	N/A
Date Prepared:	April 7, 2023

GENERAL PURPOSE

Under general supervision, coordinates, manages, and performs a variety of complex tasks in the planning and implementation of homeless related programs and services in the Housing Division; assists in the development of policy recommendations; provides complex administrative support to the Housing Manager; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The Housing Services Coordinator is a journey level position expected to perform the full range of duties within the scope of the classification with occasional supervisory instruction or assistance. It is differentiated from the Analyst series which independently performs a larger range of responsibilities and requires additional knowledge and experience and may provide supervisory guidance to lower-level positions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

1. Provide technical support to housing programs; assist with property management and grants including CDBG, ESG, PLHA, Housing Set-Aside funds and other local funding sources; conduct research and analysis of housing programs and grants; provide information and assistance regarding housing programs and grants.
2. Provide case management services, including referrals to community resources that will assist in addressing homelessness, substance abuse, and physical and mental health and other needs including housing, financial assistance, legal aid, job placement and/or education and training.
3. Research, assist, and participate in the development and implementation of goals, objectives, policies, and priorities for housing development programs; development and design of homeless projects and programs based on the needs of the community.

4. Participate in program and community outreach activities via education sessions to clients and/or community members about homelessness, substance abuse, mental health and/or available community resources.
5. Conduct complex administrative research, studies, and surveys; prepare a variety of reports, correspondence and other materials recommending appropriate courses of action and solutions to problems; conduct surveys and perform research to identify, track, and report homelessness data and activity.
6. Maintain a comprehensive up-to-date resource database for homeless services and referrals; provide linkage to resources available for the homeless population; research community resources that benefit residents experiencing homelessness.
7. Develop relationships with local businesses, organizations, and service providers; collaborate with community substance abuse and mental health providers to ensure seamless referral services and ongoing case management; serve as liaison with local law enforcement to identify those in critical need.
8. Assist in the coordination, marketing, implementation and monitoring of various programs intended to provide services focused on linking individuals to needed resources and services for participants who are at-risk of homelessness, homeless, experiencing mild to serious behavioral health conditions, and substance use.
9. Represents the City on homelessness issues at regional meetings related to homelessness policy including community meetings.
10. Regular and predictable in-person attendance at the work site.

QUALIFICATIONS GUIDELINES

Knowledge of:

Principles and practices of homeless services strategies, program administration, and resources; local homeless service coordination efforts including the Los Angeles Continuum of Care, Los Angeles Homeless Services Authority, Los Angeles County Homeless Initiative, San Gabriel Valley Council of Governments, and other local activities to address homelessness; community outreach, advocacy and public education practices; mental health issues, physical disabilities, and addictive disorders; methods of program funding; principles and practices of grant writing, application, and administration; principles of public administration, budget preparation and control; methods of research, program analysis and report preparation; modern office procedures, methods, and computer equipment; principles and practices of customer service; safe driving principles and practices.

Ability to:

Coordinate, manage, and evaluate needs, and implement recommendations in support of homeless program goals; handle stressful situations encountered in the field; conduct research, and develop and analyze data for use in reporting; establish and maintain trusting relationships with the unhoused community; keep abreast of current innovative

methods to address homelessness; deal effectively with the public, community groups, governmental agencies, and City boards and commissions; communicate clearly and concisely, both orally and in writing; demonstrate sensitivity, tact and impartiality, and when necessary, firmness when expressing options or ideas; collaborate with drug, alcohol, residential treatment, home placement, temporary housing, permanent housing, and various other providers; respond to common inquiries or complaints from customers, or members of the community; prepare correspondence and reports; maintain privacy and confidentiality of information.

Education/Training/Experience:

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

Education: A Bachelor's degree from an accredited college or university with major coursework in social work, behavioral health, psychology, public administration, or a related field.

Experience: At least two years of grants and/or case management experience in a governmental or non-profit organization with an emphasis on homeless services and program evaluation including working with the homeless or at-risk population in a capacity that would demonstrate knowledge for what is expected in delivering resources and assistance to those in need.

Licenses/Certificates/Special Requirements: Valid Class C California driver's license, acceptable driving record, and proof of insurance in compliance with the City's Vehicle Insurance Policy standards.

Possession of or ability to obtain within six months of employment, CPR and first aid certification.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, stand, and walk; talk and hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment and reach with hands and arms. The employee is frequently required to twist, turn, kneel, bend, crouch, or squat in the performance of daily activities. The employee is occasionally required to lift, drag and push files, paper and

documents weighing up to 20 pounds

Specific vision abilities required by this job include close vision, color vision, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or new skills; interact with City staff and other organizations; and frequently deal with individuals experiencing homelessness, mental health problems, and addiction issues.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position performs work in both office and field settings and occasional travel is required. In the field, the employee is subject to working with individuals experiencing homelessness who may be on the streets, in shelters, or in other places not meant for human habitation. There may be integral challenges such as exposure to various of types of infestations and unhygienic situations due to homelessness or the mental health of the population worked with. The employee may be subject to traffic and variable weather conditions and walks on uneven surfaces. The employee may be exposed to background noise at some sites exceeding 85 decibels. The employee may be required to use Personal Protective Equipment as necessary.