

CITY OF SPOKANE VALLEY POSITION DESCRIPTION

Class Title: Housing & Homeless Coordinator
Department: OPS
Division: City Manager
Date: November 12, 2020

Job Code Number: 333
Grade Number: 16
FLSA Status: Exempt
Location: City Hall

GENERAL PURPOSE

Performs a variety of routine and complex administrative, technical and professional work in the area of low-income housing and homeless programs. Develops both short and long term program strategies, acting as the principal technical program expert, and providing consultation to client or partner participants of programs.

SUPERVISION RECEIVED:

Works under the general supervision of the City Manager.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES – CURRENT PLANNING

Coordinates a variety of service programs addressing homeless and housing issues; designs long-term strategic planning efforts to achieve best outcomes. Participates in community outreach efforts including advisory groups and planning with the focus on reducing homelessness in Spokane Valley. Conducts reoccurring meetings between Police, Fire, City Attorney & Code Enforcement to discuss the status of the program and changes to procedures.

Performs field work in coordination of program goals with partner agencies and departments. Provides day to day guidance to code enforcement personnel. Makes on-the-scene assessments of specific issues and challenges. Incorporates experiences into the City's strategy to end homelessness. May perform code enforcement activities when needed.

In coordination with the City Manager and departments, develops and updates the City's plan to address homelessness. Acts as regional liaison with various agencies and departments for housing and homeless issues, serves as the City's representative on various committees and at meetings. Researches, applies for, and coordinates grants and grant funding sources; prepares and assists the City Manager in program related contracts and MOUs. Manages grant evaluation and closeout process. Works directly with the City Manager, committees, regional partners and taskforces. Makes policy recommendations.

Monitors performance of contracted services, and enforces requirements, ensuring compliance with Federal, State and local funding. Participates with partner agencies in reviewing proposals, reporting requirements, and performance measures related to the investment of the City.

Communicates feedback to City Council regarding the performance of the program. Works with service providers in developing programs and supports advisory bodies.

Ensures cross-functional communication, coordination, and effective relationships within the various functions of the City, City Administration, City Council, leadership of other local jurisdictions, and elected officials. Develops agendas, and provides staff support coverage for citizen committees and advisory boards.

Prepares correspondence, reports or other documents for distribution to City leadership, Washington State Department of Commerce, U.S. Department of Housing and Urban Development (HUD) and other regulatory agencies.

Acts as technical expert and resource person to staff regarding program policies and procedures; facilitates group process, mediation, and negotiation functions. Advocates persuasively for solutions, informed by issues affecting the unique needs of City residents.

With guidance from the City Manager develops annual program budget; ensures compliance with funding requirements, including local, state, and federal grant award terms and conditions. Recommends and ensures that appropriate policies and procedures for pass-through grants are established and followed.

Analyzes new and revised legislation which impact homeless and housing issues in order to determine impact upon operations. Drafts and monitors program goals, and ensures proper allocation of resources. Oversees and/or conducts studies to collect data, evaluate, and make recommendations for procedural or organizational changes, modifications, and improvements; plan and implements program changes within required resources.

Performs other duties as assigned

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

(A) Graduation from an accredited four-year college or university with a Bachelor's degree in public administration, social work, urban planning, or a closely related field (Master's degree preferred); and

(B) Seven (7) years' experience in professional level governmental or nonprofit work experience in community, housing, or human services programs.

Necessary Knowledge, Skills and Abilities:

(A) Thorough knowledge of the principals of public administration programs, applicable state, federal and City Ordinances related to housing and homelessness, principals of planning, organization, research and analysis;

(B) Skill in the area of program management, communications, evaluating proposals for effective use and interpretation of new and revised regulations that impact the program; skill in the operation of the listed tools and equipment.

(C) Ability to communicate effectively orally and in writing with City leadership, Council, contractors, and the general public; ability to establish effective working relationships.

(D) A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

SPECIAL REQUIREMENTS

Valid State Driver's License, or ability to obtain one. AICP certification preferred but not required.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing; motor vehicle; calculator; phone; copy and fax machine.

PHYSICAL DEMANDS

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

Work is performed mostly in office settings. Some outdoor work is required in providing services to the public. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands

and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk or hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

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

While performing the duties of this job, the employee works primarily in an office setting with regular and ongoing work in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, or airborne particles.

The noise level in the work environment is usually quiet in the office, and moderate in the field.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above 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 the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____
Human Resources Manager

Approval: _____
City Manager

Effective Date: November 12, 2020

Revision History: