

**CITY OF FONTANA
HOMELESS SOLUTIONS MANAGER**

DEFINITION: Under general direction from a Department Director or Deputy City Manager, develop, organize, and manage the City's Continuum of Care strategies in conjunction with local government agencies, law enforcement, community stakeholders, and non-profit/community-based organizations; and perform other related work as assigned. The responsibilities and areas of focus for the Homeless Solutions Manager may include but are not limited to street outreach, case management, social services coordination, transitional housing, tenant-based rental assistance, permanent affordable housing, and housing stabilization services for the homeless and those susceptible to homelessness.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Develop, recommend, and oversee administration of homelessness projects/programs, including future ones that are beneficial to the goals and objectives of the City.
- Manage and participate in the development and implementation of projects, goals, objectives, policies, and priorities.
- Conduct complex administrative research, studies, reports, and surveys related to homelessness.
- Develop qualitative and quantitative measures to monitor, ensure, and evaluate programs and projects.
- Write, administer, monitor, and oversee contract and grant compliance; prepare and write reports.
- Provide written analysis, evaluation, and recommendations regarding homelessness programs and proposals.
- Conduct and prepare a variety of studies and reports as related to demographic, economic, regulatory, and environmental issues of a project; recommend revisions to programs, policies, and procedures.
- Coordinate homeless policy and long-term planning with the City of Fontana Housing Division, other local government agencies, law enforcement, city staff, and other community-based organizations.
- Prepare City Council action reports and agenda items; make presentations to the City Council, and other boards, commissions, and community groups.
- Supervise, train, coordinate, and evaluate assigned staff, including contractors.
- Meet with City staff to identify and resolve problems; coordinate with other departments to ensure cooperation in achieving goals and objectives.
- Respond to the general public and residents' concerns in a courteous manner.
- Represent the City at various public forums as required to discuss homelessness and related topics.
- Research and advise on implementation of evidence-based practices and measurable outcomes; analyze and present program data based on shared metrics including use of the Homeless Management Information System (HMIS), Coordinated Entry System (CES), or other similar systems.

- Develop meeting notices and outreach materials, such as fliers and brochures.
- Oversee development and administration of the budget for associated projects/programs.
- Prepare and/or review cost estimates/financial documentation in conjunction with various homelessness programs/projects; monitor and control expenditures.
- Pursue Federal, State and local funding sources necessary to implement and/or expand existing programs, projects, and activities.
- Maintain cooperative working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain prompt and regular attendance.
- Employee must perform any other tasks or functions deemed necessary to the daily operations of the employer or as the situation requires.
- This position is always evolving. Therefore, employer reserves the right to modify this job description as necessary.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and counter assistance. The position may also require lifting of 25 pounds or more. Additionally, the incumbent may be exposed to all weather conditions including wet, hot, and cold. The nature of the work requires the incumbent to drive motorized vehicles, work in heavy traffic conditions, and often work with constant interruptions.

EXPERIENCE AND TRAINING GUIDELINES:

A combination of experience and training that would provide the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Principles and practices of homelessness program/project development and administration, public administration, and contract management.
- Principles and Homeless assistance services and programs.
- Research methods and report writing techniques.
- Federal, state, county and local policies, procedures, laws and regulations affecting homelessness programs.
- Grant writing and administration, specifically federal grant administration experience including Community Development Block Grant Programs (CDBG), HOME Investment Partnerships Program (HOME), and Emergency Solutions Grants Program (ESG).
- Research methods, techniques and practices.

- Effective supervisory and personnel management practices and procedures, including principles of team building and project management.
- Data tracking and performance measurement.
- Local government organizational structure, functions and management.
- Principals and techniques of budget process and administration.
- Effective customer service techniques and principles.

In addition, the incumbent must have the ability to:

- Exercise sound judgement and demonstrate initiative.
- Project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply policies and procedures.
- Prepare comprehensive reports; communicate clearly and concisely both orally and in writing.
- Develop and maintain effective working relationships with law enforcement, elected officials, community organizations, local government agencies, non-profits, commission members, other City employees and the general public.
- Understand local community problems and recommend feasible solutions.

Education: Equivalent to a Bachelor's Degree from an accredited college or university in Public Administration, Social/Behavioral Sciences, Business Administration, or a related field. A Master's Degree in a related field is highly desirable.

Experience: A minimum of four (4) years of increasingly responsible experience directly related to the development, implementation, and administration of homeless assistance programs.

Licenses/Certifications: Possession of, and continuously throughout employment, a valid California Class "C" Driver's License or equivalent. Bilingual fluency in English and Spanish is highly desirable.

SUPPLEMENTAL INFORMATION: Incumbents are required to complete a Statement of Economic Interest Form (700 Form) annually and ethics training bi-annually, pursuant to AB 1234.