



HOMELESS PROGRAM COORDINATOR/CASE MANAGER

Bargaining Unit: PEG

DEFINITION

Under the general supervision of Community & Recreation Services Director serves as the primary liaison to the unhoused community and Union City, Alameda County, other Cities and Counties, non-profits, businesses, entrepreneurial and civic/community groups and the public.

CLASS CHARACTERISTICS

Provides direct case management services to unhoused individuals and families by guiding them to available community resources for temporary and long-term housing, including counseling, employment, health and other available social services. Coordinates with other City departments and outside agencies to address homelessness cases within the community.

EXAMPLES OF DUTIES

- Works in collaboration with the CAREavan Safe Parking program and provides support and manages cases for program participants.
- Manages an active caseload of approximately fifty (50) unhoused clients and is responsible to receive, process and track their progress in housing referrals.
- Provides direct supervision and support to the Homelessness Outreach Worker.
- Coordinates the City's Unhoused Task Force meetings.
- Collaborates with internal and external stakeholders for housing opportunities and services for the unhoused population in Union City.
- Acts as a liaison between all City Departments department for the unhoused population in the areas of code enforcement, abatement, and encampments. Serve as the City's lead on social services activities for the unhoused (non-criminal activity).
- Conducts client assessments in person to collect financial, personal and employment information to develop a plan for housing.
- Meets regularly with clients in person to make referrals for health, employment, and housing needs.
- Develops a support system to meet client needs by identifying and coordinating a variety of available housing services that are necessary to obtain long-term housing.

- Manages the Homeless Services page on the City’s website and responds to all inquiries.
- Educates the public through outreach, educational materials, and educational programs related to homelessness.
- Prepares and assists in the administering of the program budget; maintains supply and equipment inventory for unhoused programs.
- Coordinates with agencies and organizations to access grant opportunities that provide funds for important services and programs for the unhoused; continually seeks out other funding sources for City unhoused programs.
- Administers grants programs directly related to the CAREavan Safe Parking program and for other unhoused programs.
- Performs encampment outreach efforts with the support of others to ensure safety
- Logs and tracks interactions and other applicable data on encampments and individuals updates into other systems including the County’s Homeless Management Information System (HMIS) database.
- Creates and maintains written protocols and procedures for City staff working in various scenarios with the unhoused.
- Provides written analysis, evaluation and recommendations to the City and Community partners regarding unhoused programs and proposals.
- Interprets complex federal, state, and local policies, laws, rules, and regulations for homelessness and then apply them to the City, as needed.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Experience and Education:

Six years of experience implementing and conducting various social services programs, with an emphasis on homelessness services and case management. Higher-level education can substitute for experience on a year to year basis.

Knowledge and Abilities:

- Knowledge of programming principles of assigned community services functions that are related to housing, including the functions and organization of public assistance and social service providers and maintain effective working relationships with them
- Ability to exercise sound judgement and political astuteness in complex situations; recognize and apply City safety practices and procedures when interacting with individuals and groups;
- Ability to develop creative and effective solutions to challenging problems and issues, including crisis intervention; to ability to plan and schedule work assignments;

- Ability to maintain confidential records and reports;
- Strong interpersonal skills and the ability to communicate clearly, orally and in writing.
- Strong proficiency in Microsoft Office applications including Word, Excel and PowerPoint.
- Knowledge of the HMIS database system and able to research and gather resources for referrals.
- Ability and interpret complex City, County, State and Federal laws and regulations to participants and the public.
- Bilingual skills are desirable.

Other Requirements:

- Must possess a valid California Driver's license and satisfactory driving record.
- Evening and weekend work is required, incumbents may be on call for emergency call-outs.
- Ability to obtain within six months CPR, AED and First Aid Certification.