



**CITY OF HAWTHORNE
HOUSING DEPARTMENT
HOMELESS SERVICES SUPERVISOR
Classification Specification
(Non-Classified)**

JOB SUMMARY

The Homeless Services Supervisor will be responsible for the oversight, program development, planning, implementation, and evaluation of all Homeless and Housing Support Services programs. The Homeless Services Supervisor would be responsible for managing a small team of individuals that will assist in resolving clients' housing crises. The incumbent should have a customer-focused mentality with the ability to foster relationships and provide excellent customer service to residents, individuals and families experiencing homelessness in the City of Hawthorne.

SUPERVISION RECEIVED

The Homeless Services Supervisor works under the general guidance and direction of the Director of Community Services and/or the designee.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Homeless Services Supervisor. The duties included on this list are examples and are not intended to be all-inclusive or restrictive.

- Support ongoing implementation and expansion of the community's coordinated entry system including the use of the Homeless Management Information System.
- Work with team members to assist homeless people in response to requests received and while performing outreach duties.
- Work to identify and investigate homeless situations based on requests received.
- Provide linkages to resources available for the homeless population.
- Provide workshops or presentations to provide awareness and education to the community.
- Assist with outreach efforts, coordinate regular meetings of outreach teams and attend outreach events.
- Assist with submission of required federal reports such as annual housing inventory reports and annual homeless assessment reports.
- Maintain a comprehensive up-to-date resource base for homeless services and referrals.
- Maintain appropriate program documentation and record information for evaluation and reporting purposes.
- Maintain professional relationships with offices of local government, and City and County Departments.

MINIMUM QUALIFICATIONS

Education, Training and Experience

- High school diploma and/or GED.

- Minimum of two (2) years of professional experience in delivery of homelessness and housing.
- Two (2) years of management experience with the responsibility to manage a team of approximately 2 individuals. Demonstrated previous experience in the supervision and management of direct service personnel and community programs.
- Experience assisting low and very-low-income individuals in accessing affordable housing.
- Strong organizational, detail orientated, and time management skills.
- Proven ability to work independently, effectively as an individual and part of the team.
- Position requires frequent travel throughout Los Angeles County.

PREFERRED QUALIFICATIONS:

- Cultural diversity and multi-lingual skills (Spanish-speaking preferred but not required).
- Experience working in a community-based organization.
- Experience working with data base programs (such as HMIS).
- Experience in social services.

Licenses, Certificate and/or Special Requirements

- A valid California class “C” driver’s license, safe driving record, and proof of insurance are required at the time of appointment and throughout employment.

Special Conditions

- Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

QUALIFICATION

Knowledge, Skills and Abilities

- Experience performing intakes and assessing social service needs.
- Knowledge of services to individuals who are homeless or at-risk of homelessness.
- Knowledge of homeless and/or housing programs available to the homeless community.
- Knowledge of Los Angeles County Continuum of Care Homeless Services System.
- Knowledge of shelter and housing operations; mental health and substance use services.
- Knowledge of housing resources in Service Planning Area. Resources can include crisis housing and permanent housing throughout Los Angeles County.
- Knowledge of HUD guidelines and experience working with subsidized housing programs such as Section 8, Shelter Plus Care, Rapid/Recovery Re-Housing, and others.
- Knowledge of best practice models, including Housing First, Mental Health Recovery, Harm Reduction, and Critical Time Intervention.
- Ability to foster relationships and provide excellent customer service to residents, individuals and families experiencing homelessness in the City of Hawthorne.
- Ability to engage in motivational interviewing and/or other engagement techniques.
- Ability to utilize general office equipment and computer proficiency in Microsoft Office Suite.
- Ability to exercise sound judgment.
- Ability to self-motivate with attention to detail.

- Ability to meet the geographic range of the position.
- Ability to maintain positive relationships with diverse organizations and community representatives.
- Ability to communicate effectively with fellow employees, City staff, and the general public.
- Ability to establish and maintain effective working relationship with fellow employees, City staff, and the general public.
- Ability to multi-task, delegate, and good conflict resolution skills in a fast-paced, demanding environment.
- Ability to maintain confidentiality regarding sensitive information.
- Proficient use of laptop computer and Microsoft Windows, Office software programs (Word, Excel, PowerPoint) and Homeless Management Information System (HMIS).
- Willingness to work a flexible schedule, including weekends and evenings.

PHYSICAL AND WORKING CONDITIONS

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.

The employee may be in contact with individuals and families in crisis who may be ill, using substances and or/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations including crisis situations and potentially hostile situations.

Work is performed in an office environment with moderate noise levels; duties require the ability to speak, hear, touch and see. Also required is the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area to another; occasionally bending, stooping, kneeling, reaching, and pushing and pulling (drawers opened and closed to retrieve and file information); occasionally lifting and carrying materials that weigh less than 25 pounds. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing on a keyboard, filing, data entry and/or use of a personal computer or other office equipment and supplies; may involve sitting or standing for prolonged periods of time.

FLSA Status: Non-Exempt
Bargaining Unit: HMEA
Civil Service Status: Non-Classified

CSC Approved: