

## HOMELESS PROGRAMS MANAGER

Job Class: 2307  
FLSA Status: Exempt

### DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for managing systems of service, programs, and funding for people experiencing homelessness. An employee is responsible for leading and coordinating the effort to develop a comprehensive approach to ending homelessness in Orange County, collaborating with Orange County, Chapel Hill, Carrboro, and Hillsborough town staff on program initiatives as well as managing the Orange County Partnership to End Homelessness (OCPEH). These responsibilities include a wide range of activities related to program performance, ensuring regulatory compliance with all applicable laws and regulations, and program and staff management.

Work is performed under the general supervision of the Housing and Community Development Director with leeway to exercise independent judgment within the framework of applicable rules, regulations, policies and procedures in the performance of duties, both in terms of planning and accomplishing work, and in making decisions regarding needs and requests. Supervision is a responsibility of this class. Does related work as required.

### EXAMPLES OF ESSENTIAL FUNCTIONS

Following are examples of typical work activities and responsibilities. The incumbent may be responsible for performing other related duties and responsibilities as required or assigned. ***A position may not include all the work examples given, nor does the list include all that may be assigned.***

Manages and provides leadership to the administration of various programs addressing housing and services to those affected by homelessness, and oversees quality control of various grant programs.

Serves as a primary contact on homelessness program initiatives for the County and participating jurisdictions.

Supervises, coordinates, or assists in the coordination of partnerships and collaborates with local and regional homelessness and housing resources including the County's Street Outreach program, Rapid Rehousing, Coordinated Entry, housing navigation and access, and other programs statewide.

Coordinates with the North Carolina Coalition to End Homelessness to support homeless providers in their use of the Homeless Management Information System (HMIS).

Participates in the North Carolina HMIS Governance Committee.

Utilizes and maintains the HMIS to provide local homeless data reports to track data quality of local agencies, monitor program performance and outcomes.

Performs all homeless data reporting required by federal, state, regional, and local entities.

Works collaboratively with human services agencies across Orange County to assist households at risk and currently experiencing homelessness in pursuing services.

Coordinates updates to the Orange County Resources Guide for distribution to local governments, providers and the public.

Provides staff and coordination support for the Orange County Partnership to End Homelessness (OCPEH) Leadership Team and subcommittees, which includes posting meeting notices, drafting agendas, and recording and distributing meeting notes.

Coordinates the process for, and completes and submits annual federal and state grant applications by coordinating input from OCPEH grantees and other stakeholders. Applies for other grants to support the goals of the County, municipalities and OCPEH.

Coordinates the development and implementation of initiatives to achieve the goals of the Plan to End Homelessness (Plan), including annual updates to the Orange County Homeless System Gaps Analysis.

Coordinates updates of the OCPEH Plan in collaboration with the OCPEH Leadership Team and subcommittees; works throughout the year to achieve the goals and strategies contained in the Plan.

Works to fill system gaps as identified in the annual Orange County Homeless System Gaps Analysis.

With the Homeless Programs Coordinator, administers and supports eight monthly standing meetings of the Continuum of Care (CoC) including the by-name list review, veterans meeting, SOAR Collaborative, etc.

Coordinates the OCPEH annual reports including past year accomplishments and current year goals.

Coordinates the planning and execution of the annual Project Connect services event.

Manages data collection and reports to the U.S. Department of Housing & Urban Development (HUD) events (i.e. Point-In-Time Count, Housing Inventory Count, Longitudinal Statistical Analysis, System Performance Measures, etc.)

Maintains knowledge of current issues, trends, and strategies related to federal, state, regional, and local homelessness policies, best practices, research, statutory regulations and requirements; conveys this information to the County,

municipalities, OCPEH committees and stakeholders.

Responds to inquiries from the County and municipal staff, the OCPEH, and the public requesting information to connect at-risk individuals with available resources.

Coordinates and maintains the OCPEH website and social media accounts including Facebook and Twitter.

Provides overall supervision of homelessness division staff and direct supervision to Housing Access Coordinator and the Homeless Programs Coordinator, ensuring staff compliance with the OCPEH Plan, HUD regulations, program requirements and standard operating procedures.

Supervises the Housing Access Coordinator to ensure that the program establishes and maintains effective working relationships with tenants and landlords to facilitate conflict resolution.

Supervises assigned staff to ensure homeless programs are in compliance with HUD regulations, program requirements and standard operating procedures monitors production, quality control and data integrity of transactions completed.

Holds regular staff/team meetings and provides continuous leadership and communication with the Homeless division staff; assesses staff performance and coordinates training and development opportunities as needed.

Works across the Housing and Community Development department on housing initiatives and actively seeks collaboration from internal and external partners to better serve the community; makes programming recommendations to the Director based on knowledge of participant and community needs and knowledge of evidence-based practices in the field.

Makes policy and program change recommendations to the Department Director.

Assists in the management and analysis of the program's budget and makes recommendations to the Director regarding the OCPEH budget as needed.

Coordinates and monitors the OCPEH budget, provides annual fiscal information to the County and Town Managers in the budget process.

Ensures excellent customer service is provided to all homeless clients, landlords, and community partners,

Interacts and communicates with various groups and individuals such as County staff, clients, service providers, community audiences and the general public.

Embraces and supports all initiatives, policies and procedures within Orange County Housing and Community Development Department and OCPEH, and implements all new requirements in accordance with established guidelines.

Uses computer applications and other systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments.

Adheres to the County's safety rules and regulations.

Performs related duties as required.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of the local, state and federal laws, ordinances, standards, and regulations pertaining to subsidized and affordable housing, homeless programs.

Thorough knowledge of the principles, theories, practices and methodologies of homeless planning and development.

Thorough knowledge of evidence-based practices in HUD housing and homelessness programs.

Thorough knowledge of HIPAA guidelines and the ability to maintain a high level of confidentiality when working with various records and reports containing personal and financial information.

Thorough knowledge of the functions and interrelationships of the County and other governmental agencies.

Good knowledge of the social, economic, and environmental factors that influence poverty and housing insecurity.

Good knowledge of County ordinances, department policies and procedures.

Good knowledge of Trauma-Informed Care (TIC) and Motivational Interviewing (MI) methods.

Skill in management and supervision, and the ability to coordinate and/or supervise the work of others.

Skill in being customer-focused, adept at problem solving and working collaboratively with others.

Skill at prioritizing work activities and the ability to multi-task while under pressure.

Skill in oral and written communication including developing and delivering presentations, and preparing and maintaining accurate records and reports.

Skill in gathering and analyzing complex data.

Skill in public and interpersonal relations.

Ability to demonstrate sound judgment, integrity, resourcefulness, accuracy, a high degree of confidentiality, thoroughness, tact, dependability and courtesy commensurate with the demands of the position, while maintaining an ethical standard of care.

Ability to plan and implement detailed and complex programs and activities; ability to manage programming, monitor and maintain compliance with complex federal, state and local program requirements and regulations.

Ability to develop, explain, present, and implement operational and program policies and procedures.

Ability to ensure compliance with established policies and procedures and facilitate attainment of established departmental goals and objectives.

Ability to accurately interpret and timely apply regulations, evaluate program activities, and recommend and implement related improvements.

Demonstrated ability to work with diverse, low income populations and homeless individuals, and establish and maintain effective professional relationships with a variety of constituents, i.e. tenants, landlords, County staff, outside agencies and the general public.

Demonstrated ability to communicate effectively both orally and in writing with diverse, low-income populations to express information and ideas clearly and concisely.

Ability to read and interpret complex materials; ability to assimilate technical and theoretical concepts from diverse disciplines and apply creatively and intuitively to solve unique problems.

Ability to interact with all levels of staff exhibiting professional discretion, confidentiality, and high ethical standards; ability to collaborate with others and work as part as a team.

Ability to coordinate department activities with other County departments, property/business owners, residents, developers, and community leaders in order to accomplish goals and complete projects.

Ability to work in stressful conditions while balancing multiple projects within time constraints, personnel capabilities, financial resources and political considerations.

Ability to maintain effective relationships with County employees, professionals and the general public through contact and cooperation.

Ability to formulate reports, present findings and make recommendations based on research and data; ability to prepare public reports and program documents.

Ability to offer training and assistance to co-workers and County employees, as required.

Ability to complete the duties of the position with limited supervision.

Ability to effectively problem solve and handle difficult situations and complex decision-making, and react calmly and quickly in emergency situations.

Ability to oversee and assist in development and maintenance of all record keeping systems, as applicable.

Ability to work flexible hours, including evenings and occasional weekends.

Ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software to maintain records, prepare reports, and conduct correspondence related to the work.

#### **MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE**

Graduation from a regionally accredited or recognized college or university with a Master's Degree in Social and/or Political Science, Sociology, Urban Planning, Business Administration, Community Development, Counseling, Social Work or closely related field; AND five (5) years' experience including direct work experience or graduate level coursework in housing or community development; AND three (3) years of administrative or consultative experience in a human service program with program planning, administration, and evaluation, marketing, and grant management AND two (2) years of supervisory experience; OR

Graduation from a regionally accredited or recognized college or university with a Bachelor's Degree in Social and/or Political Science, Sociology, Urban Planning, Business Administration, Community Development, Counseling, Social Work or closely related field AND seven (7) years' direct work experience in housing or community development AND three (3) years of administrative or consultative experience in a human service program with program planning, administration, and evaluation, marketing, and grant management AND two (2) years of supervisory experience; OR

Graduation from a regionally accredited or recognized college or university with an Associate's Degree in Social and/or Political Science, Sociology, Counseling, Social Work, Urban Planning, Business Administration, Community Development or closely related field AND nine (9) years' direct work experience in housing or community development AND three (3) years of administrative or consultative experience in a human service program with program planning, administration, and evaluation, marketing, and grant management AND two (2) years of supervisory experience; OR

An equivalent combination of education training and experience.

Experience in the homelessness programs (work experience or living experience) initiatives is strongly preferred.

### **SPECIAL REQUIREMENTS**

Possession of or ability to readily obtain a valid driver's license issued by the State of North Carolina for the type of vehicle or equipment operated.

All offers of employment are conditional upon successful clearance of a background check. Employment cannot commence until the employee has been cleared.

### **PHYSICAL REQUIREMENTS AND POSSIBLE HAZARDS**

Must be able to physically perform the basic life operational support functions of standing, sitting, walking, typing, bending, stooping, carrying, reaching, talking and repetitive motions of the hands and wrists.

Ability to perform light work, exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and analyze data and figures, perform bookkeeping, perform extensive reading and operate a computer terminal.

Ability to endure emotional stress related to the nature of interactions with residents and/or family members who may be hostile, resistant or violent.

## HOMELESS PROGRAMS COORDINATOR

Job Class: 2045  
FLSA Status: Exempt  
Position: 1291

### DISTINGUISHING FEATURES OF THE CLASS

This is a time-limited, benefited position through 6/30/2022. The work involves the responsibility for coordinating programs that assist persons who have experienced a housing crisis. Work involves supervising the work of the Housing Helpline/Coordinated Entry staff, Street Outreach Peer Navigators, Rapid Rehousing staff, and Homelessness Prevention staff, ensuring timely response is given. An employee in this class works with the Homeless Programs Manager to coordinate community funding application processes and homeless Continuum of Care activities.

Work is performed under the general supervision of the Homeless Program Manager with some leeway to exercise independent judgment within the framework of applicable rules, regulations, policies and procedures in the performance of duties, both in terms of planning and accomplishing work and in making decisions regarding client needs and requests. Supervision is a responsibility of this class. Does related work as required.

### EXAMPLES OF ESSENTIAL FUNCTIONS

Following are examples of typical work activities and responsibilities. The incumbent may be responsible for performing other related duties and responsibilities as required or assigned. ***A position may not include all the work examples given, nor does the list include all that may be assigned.***

Coordinates the assigned housing programs and is responsible for effective program delivery; develops plans for accomplishing program objectives, staffing requirements, and allotment of funds to various program components.

Performs recordkeeping, reviews and evaluates program progress and needs, and participates in goal setting and program evaluation.

Provides quality control of the various programs associated with homelessness by conducting file reviews of applicants and referrals.

Assists with coordination of the Continuum of Care to include funding processes, and meeting coordination to include agenda setting and meeting minutes.

Provides supervision to the Street Outreach Peer Navigators, Coordinated Entry Housing Specialists, Homelessness Prevention, and Rapid Rehousing Specialist, providing guidance and correction as needed; consults with coworkers to review clients' progress, resolves problems and monitors quality of service.

Ensures staff compliance with the Administrative Plan, HUD regulations, program requirements and standard operating procedures monitors production, quality control and data integrity of transactions completed.



Plans and conducts meetings, training and other activities for staff members.

Serves as technical resource to County staff, clients, and community organizations.

Works closely with department staff and service providers to determine what housing programs are available and appropriate for clients.

Works with the Housing Access Manager to provide clients with information about housing availability and makes referrals to obtain permanent housing alternatives.

When needed, provides back up to assist persons at-risk due to lack of permanent housing alternatives including counseling, case management, support and preventive services and making appropriate referrals to departments, individuals and agencies.

When needed, answers calls and emails on the Housing Helpline and provides appropriate coordinated assessment and resource connection procedures to include accurately recording information in the Homeless Management Information System (HMIS) and other databases for analysis and reporting purposes.

Attends and assists in the coordination of Orange County Partnership to End Homelessness meetings, to include executive, leadership, SOAR Collaborative, HOME Committee, Veterans Experiencing Homelessness Workgroup, and others as needed; takes notes and sets agendas for these meetings as needed.

Collaborates, coordinates, and supports team members and follows through on initiatives and assignments, as directed; actively participates in team meetings, process improvements and other special projects.

Serves as back-up to the Homeless Program Manager.

Embraces and supports all initiatives, policies and procedures within Orange County Housing Department and Orange County Housing Authority, and implements all new requirements in accordance with established guidelines.

Adheres to the department's safety rules and regulations.

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

Performs other tasks as required.

#### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of federal, state and local laws, codes and policies concerning the provision of public assistance programs and their eligibility requirements, especially as they relate to housing and supportive services needed for housing stability.

Thorough knowledge of interviewing procedures and practices, and skill in assessing and evaluating clients' needs.

Thorough knowledge of Street Outreach, Coordinated Entry, Homelessness Prevention, and Rapid Rehousing evidence-based practices.

Thorough knowledge of Continuum of Care and Emergency Solutions Grant funding regulations and guidelines.

Thorough knowledge of HIPAA guidelines and the ability to maintain a high level of confidentiality when working with various records and reports containing personal and financial information.

Good knowledge of current social, economic, affordable housing, homelessness, and health trends and services, and the ability to adapt trends to practical program applications and link clients with services needed.

Good knowledge of best practices in housing and homeless services provision.

Good knowledge of trauma-informed care and motivational interviewing.

Skill in management and supervision, and the ability to coordinate and/or supervise the work of others.

Skill in being customer-focused, adept at problem solving and working collaboratively with others.

Skill at prioritizing work activities and multi-tasking while under pressure.

Skill in oral and written communication including developing and delivering presentations, and preparing and maintaining accurate records and reports.

Skill in gathering and analyzing complex data.

Skill in public and interpersonal relations.

Ability to demonstrate sound judgment, integrity, resourcefulness, accuracy, thoroughness and the physical condition commensurate with the demands of the position, while maintaining an ethical standard of care.

Ability to communicate effectively both orally and in writing with racially and socio-economical diverse populations to express information and ideas clearly and concisely.

Ability to prioritize and respond to demands of a caseload in a prompt and effective manner.

Ability to collaborate with others and work as part as a team.

Ability to relate well with others under stressful conditions.

Ability to solve problems, work independently and operate under difficult and stressful circumstances.

Ability to establish and maintain effective professional relationships with County staff, clients, outside agencies, community organizations, neighborhood associations, professional or student associations, and members of the general public.

Ability to organize, consolidate and evaluate information, maintain records, prepare reports, and complete assignments accurately and timely.

Ability to read and understand moderately complex written information.

Ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software to maintain records, prepare reports, and conduct correspondence related to the work.

Ability to demonstrate sound judgment; integrity; resourcefulness; accuracy; thoroughness and the physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS**

Graduation from a regionally accredited or recognized college or university with a Master's Degree in Social and/or Political Science, Sociology, Urban Planning, Business Administration, Community Development, Counseling, Social Work or closely related field **AND** two (2) years' experience including direct work experience or graduate level internship/coursework in housing or community development with a minimum of one (1) year of experience in supervision, leading teams or coordinating the work of others

An equivalent combination of training and experience as defined above. A higher degree does not substitute for work experience.

Prior experience working with individuals impacted by housing crises is strongly preferred.

Bilingual applicants are encouraged to apply.

### **SPECIAL REQUIREMENTS**

Possession of or ability to readily obtain a valid driver's license issued by the State of North Carolina for the type of vehicle or equipment operated.

All offers of employment are conditional upon successful clearance of a background check and pre-employment drug testing. Employment cannot commence until the employee has been cleared.

### **PHYSICAL REQUIREMENTS AND POSSIBLE HAZARDS**

Ability to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling,

lifting, fingering, grasping, feeling, talking, hearing and repetitive motions of the hands/wrists.

Ability to perform light work exerting up to 10 pounds of force occasionally and/or up to 5 pounds of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Ability to endure emotional stress related to the nature of interactions with residents and/or family members who may be hostile, resistant or violent.

Possess the visual acuity to operate a passenger vehicle when applicable, prepare and analyze data and figures, perform work on a computer terminal, and perform extensive reading.

## HOUSING ACCESS COORDINATOR

Job Class: 1684  
FLSA Status: Non-Exempt

### DISTINGUISHING FEATURES OF THE CLASS

This position is responsible for developing and coordinating data management systems to simplify access to affordable housing for people in housing crisis, and coordinate housing availability with landlords, property owners and other agencies to meet the clients' needs. The work involves identifying affordable housing alternatives, developing and maintaining systems to manage the availability of affordable housing, and assisting people as they navigate housing resources for homelessness prevention, emergency response involving shelter, and permanent housing.

Work is performed under the general supervision of the Homeless Programs Coordinator with some leeway to exercise independent judgment within the framework of applicable rules, regulations, policies and procedures in the performance of duties, both in terms of planning and accomplishing work, and in making decisions regarding needs and requests. Supervision or leading others may be a responsibility of this class depending on the assignment. Does related work as required.

### EXAMPLES OF ESSENTIAL FUNCTIONS

Following are examples of typical work activities and responsibilities. The incumbent may be responsible for performing other related duties and responsibilities as required or assigned. ***A position may not include all the work examples given, nor does the list include all that may be assigned.***

Connects, consults and collaborates with agencies, landlords and property owners to expand the number of private housing opportunities available in Orange County.

Develops, maintains and supports data management systems to evaluate the demand and supply of affordable housing units, and make systems accessible to various service providers when supporting individuals in their search for affordable housing units.

Provide accessibility to information and resources regarding programs, services and available units to assist in the search for affordable housing.

Provides assistance to persons in need of affordable housing to identify, and secure placement in a housing unit.

Provides direct customer service to service providers, participants, and the general public responding to inquiries, requests and follow up.

Prepares and presents information regarding coordinated entry to human service agencies, civic and community groups, and individual citizens.

Embraces and supports all initiatives, policies and procedures within the Orange County Partnership to End Homelessness, and implements all requirements in accordance with established guidelines.

Interacts and communicates with various groups and individuals such as county staff, clients, service providers, community audiences and the general public.

Attends ongoing training from HUD and technical assistance providers.

Performs various administrative tasks including preparing reports and correspondence, and preparing meeting materials.

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

Adheres to the County's safety rules and regulations.

Performs related duties as required.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Good knowledge of the principles, challenges, practices, and philosophies of affordable housing and homelessness, including information gathering, counseling, assessment and intervention methods.

Good knowledge of trauma-informed care and client-centered practices.

Good knowledge of the social, economic, and environmental factors which influence poverty, unemployment and homelessness.

Good knowledge of the various social and health service functions and interrelationships of the county, other governmental agencies, and community resources, and the ability to make appropriate referrals.

Good knowledge of the laws, ordinances, standards, and regulations pertaining to homeless services, such as the HEARTH Act, the McKinney Vento Act, the CoC Interim Rule, and other programs related to the specific duties and responsibilities of the position.

Skill in being customer-focused, adept at problem solving and working collaboratively with others.

Skill in interviewing persons, gathering information and using various clinical assessment tools to evaluate the needs of clients, summarize and interpret findings, and develop assistance alternatives.

Skill in effectively communicating with persons in difficult and emotional situations.

Ability to demonstrate sound judgment, integrity, resourcefulness, accuracy, thoroughness and the physical condition commensurate with the demands of the position, while maintaining an ethical standard of care.

Ability to understand the challenges of individuals facing housing crises, and effectively communicate orally and in writing.

Ability to effectively problem solve and handle difficult situations and complex decision making, and react calmly and quickly in emergency situations.

Ability to interpret and apply county, state and federal regulations, policies and procedures.

Ability to establish and maintain cooperative working relationships with clients, service providers, county staff, agencies, and representatives from civic or community groups.

Ability to organize and consolidate information, maintain records, prepare reports, and complete assignments accurately and timely.

Ability to manage and meet multiple deadlines, while being flexible in a complex, changing environment with competing demands.

Ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software to maintain records, prepare reports, and conduct correspondence related to the work.

Ability to perform basic mathematical calculations.

### **MINIMUM QUALIFICATIONS**

Graduation from High School Graduation or General Educational Development (GED) test equivalency **AND** three (3) years related work experience in a human service program and electronic data management systems.

### **SPECIAL REQUIREMENTS**

Possession of or ability to readily obtain a valid driver's license issued by the State of North Carolina for the type of vehicle or equipment operated.

All offers of employment are conditioned upon successful clearance of a background check. Employment cannot commence until the employee has been cleared.

### **PHYSICAL REQUIREMENTS AND POSSIBLE HAZARDS**

Must be able to physically perform the basic life operational support functions of standing, sitting, walking, bending, stooping, carrying, reaching, talking and repetitive motions of the hands and wrists.

Ability to perform light work, exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently and/or negligent amount of force constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and analyze data and figures, perform bookkeeping and operate a computer terminal.