

UNHOUSED RESIDENT COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision of the City Manager or designee, assist the City in the development and implementation of core strategies to prevent and respond to homelessness within Antioch. Initiate and cultivate collaborative partnerships with agencies and groups that work with or provide services/support to people who are unhoused in the City, with a focus on improving coordination of available services and increasing resource capacity. Advocate for housing services to the community at large.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Development and ongoing assessment of key strengths, priorities, and gaps in the City's ability to effectively address homelessness within its jurisdiction and develop strategies to improve the City's response. Work with the City Manager and City Council to develop and document the City's overall mission, goals and objectives relating to homelessness.
2. Maintain an up-to-date inventory of the resources available within the City of Antioch to prevent and respond to homelessness, including resources operating within the City, as well as regional resources and strategies that serve people within the City.
3. Facilitate meetings with service providers and community groups related to coordination of services within the jurisdiction, identification of needs and priorities for new or expanded services, and other items pertinent to assisting with management of the City's response to homelessness.
4. Participate in the identification, planning, development, and implementation of new and/or modified programs that would promote and enhance the mission, goals, and objectives of the City to serve people who are unhoused.
 - A. Research models of quality services and programs that address needs within the city and provide recommendations to the City Manager and City Council regarding strategies to best meet Antioch's needs within the context of available resources. This may include, but is not limited to, outreach, emergency shelter, transitional and permanent housing models.
 - B. Develop initial and ongoing operational cost estimates for proposed interventions.
 - C. Support the planning and development process for programs that receive funding from the City of Antioch to serve people who are unhoused. This includes drafting the scopes of work for procurement processes, assisting with interdepartmental coordination and/or site acquisition for new projects, and working with contracted providers to ensure implemented programs align with their scopes of work.

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- D. In coordination with contract monitoring staff, serve as a liaison between City-funded providers of services for unhoused residents and City departments to facilitate coordination and delivery of services.
5. Provide strategic guidance to City Manager and periodic updates to the City Committee's and City Council on the City's services for people who are unhoused and the region's homelessness response efforts.
 6. Attend and represent the City of Antioch at relevant planning and coordination meetings for Contra Costa County's Continuum of Care and Coordinated Entry System.
 7. As needed, facilitate meetings between City and County departments (e.g., Contra Costa County Health Services, Public Works, Police Department, Community Development, etc.) to explore possible responses to immediate public health concerns and other emerging issues as it pertains to homelessness.
 8. Attend and present at community events to provide education on the City's services and response to homelessness.
 9. Research and identify prospective philanthropic opportunities in and outside of Antioch to support projects addressing homelessness within the City of Antioch.
 10. Conduct research; prepare, revise, and implement various administrative policies, procedures, rules, and regulations in accordance with sound organizational practices; develop and revise office forms and report formats.
 11. Effective engagement and interaction with the unhoused population, the City's field personnel, partner organizations and allied agencies.
 12. Prepare spreadsheets, reports and correspondence as required.
 13. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- The implementation of quality services and programs for people who are unhoused.
- Principles and practices of public administration.
- Principles and practices of program development and administration.
- Principles and applications of critical thinking and analysis.
- Recent developments, research methods, current literature, and sources of information related to services for people who are unhoused.
- Principles and practices of budget preparation.
- Principles of business letter writing.
- Modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles, trends, methods, and techniques used in customer service, public relations, public information, and program education and promotion.

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- English usage, spelling, grammar, and punctuation.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Handle multiple activities or interruptions at once and prioritize work tasks prudently and independently or while working in a team environment.
- Develop and implement coordination strategies amongst different entities including related City departments (e.g., law enforcement, public works, etc.), County departments (H3), and non-profits to achieve strategic priorities.
- Problem solving and conflict resolution skills.
- Use strong written and verbal communication skills to deliver public presentations and staff reports to City Council.
- Plan and facilitate meetings of community-based organizations, faith-based groups, community leaders, and volunteers of diverse backgrounds.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Maintain confidentiality of information.
- Prepare clear and concise records, reports, correspondence and other written material.
- Use good judgment and common sense in handling difficult situations.
- Communicate clearly and concisely, both orally and in writing.
- Effectively interface with a variety of audiences both in office and field environments.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Education/Training:

Bachelor's Degree from an accredited College or University, with major course work in Urban Planning, Public Policy, Public Administration, Business Administration, Urban Studies or closely related field, and

Experience:

Minimum of Three (3) years of full time (or the equivalent of full time) experience in services, planning, or policy for people experiencing homelessness.

License or Certificate:

Possession of an appropriate, valid driver's license. An out-of-state valid Motor Vehicle Operator's License will be accepted during the application process, but a valid California license must be obtained within six (6) months of appointment to the position.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed in a standard office setting and in an outdoor field environment with travel to different sites; exposure to noise, dust, weather and temperature

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conditions; exposure to potentially hostile individuals and environments; work and/or walk on various types of surfaces; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting and field environment; to stand or sit for prolonged periods of time; stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Exempt

Created: July 2021

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.