

CITY OF CHATTANOOGA

Classification Specification Title: Manager Homeless Program

Department: Community Development

Pay Grade: GS.13

Supervision Received From: Deputy COS

FLSA Status: Exempt

Supervisory Responsibility For: H.Serv. Coord, HMIS DataSpec Established: 10/7/14

Lead OutReach, Lead Housing Nav, Coord. Grants & Dev

**Revision Dates: 4/16/25;
10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification will be responsible for the implementation, coordination and execution of the City's homeless assistance program. Duties include establishing and maintaining collaborative relationships with community assistance groups and appropriate service providers regarding prevention of and intervention in homelessness in Chattanooga. Will also supervise and direct staff in these efforts.

SERIES LEVEL:

This is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Design, plan, coordinate, organize, supervise and evaluate the activities of the homeless program. Lead a community planning process in order to create a comprehensive, inclusive, and sustainable plan to end homelessness in the city.

Coordinate with agencies working with the homeless population to ensure inclusion and participation.

Work with stakeholders and homeless clients to gather input and buy-in. Hire and manage staff for the City's homeless program.

Manage day-to-day operations.

Establish measurements/benchmarks that indicate staff success and monitor performance.

Manage homeless program budget and write grants and applications for funding to achieve the city's homelessness goals.

Seek funding through local, state, and federal sources (governmental as well as philanthropic).

Work with federal agencies to ensure Chattanooga continues to meet benchmarks for ending veterans homelessness.

Expand upon successful initiatives and build a comprehensive approach to ending veterans homelessness that can be extended to provide housing and services to the general homeless population, as well.

Work with partners and internal staff to improve systems and procedures that provide a reliable and fast process to reduce homelessness.

Identify barriers to success and establish an interdisciplinary strategy to address those barriers and inefficiencies.

Establish relationships with educational organizations that can help provide continued aid in the form of specific and applicable research, based upon evidence, accuracy, and empirical data, that can be used to develop processes and procedures that lead to a reduction in homelessness in the city.

Establish and administer a system for gaining accurate counts of homeless and those vulnerable for homelessness by working with community resource groups and agencies.

Increase public awareness of the issue of homelessness and positive efforts to reduce homelessness in Chattanooga by disseminating information, writing articles and speaking to community groups.

Coordinate systems and processes for providing housing and services for citizens struggling with homelessness.

Establish a structure that identifies citizens struggling with homelessness. Work with community coalition to create a method for collecting and preparing data for progress reports for the community and Mayor.

Represent the program with the public and outside groups, organizations and agencies; respond to a wide variety of questions, comments and/or concerns.

Prepare and maintain a variety of records and/or reports related to assigned programs, including financial reports that summarize and/or outline incoming and outgoing funds.

Coordinate and/or participate in/on a variety of meetings, seminars, conferences, training sessions and/or other related events in order to receive and convey information.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Master's degree from an accredited school in social/human services, public administration or related field, and two (2) years of social work, community outreach activities or coordinating community assistance, and/or volunteer programs; or a Bachelor's degree from an accredited school in social/human services, public administration or related field, and four (4) years of social work, community outreach activities or coordinating community assistance, and/or volunteer programs; or any combination of equivalent experience and education. Prior military experience is preferred. Prior field work with the homeless population preferred.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Knowledge of philosophy and objectives of homeless assistance and community service programs; special needs of homeless populations; administration of programs; budgeting principles; recordkeeping practices and principles; community demographics; customer service principles and applicable Federal, State and local laws, codes, regulations, policies, rules and regulations.

Skill in working independently; organizing and prioritizing work; excellent written and verbal communication; using a computer and related software applications; building relationships; facilitating meetings; exercising good judgment and effective decision making; delegating and managing a team; sensitivity to changing situations; planning, developing, supervising, and managing program and/or events; evaluating program effectiveness; preparing and maintaining policies and procedures; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

Skill in managing staff and volunteers in high stress situations. Ability to work with a unique client population in challenging situations in and out of traditional office environments.

PHYSICAL DEMANDS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.