



CLASS SPECIFICATION

Class Code: 60018900
Date Established: 04/2021
Last Reviewed: 07/2022
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Last Title Change:
FLSA: exempt
Probation: 12 months

HOMELESS SERVICES PROGRAM SPECIALIST

DEFINITION

Under general direction, plans and coordinates multiple assigned programs and projects, and provides operational support for homeless services programs and the Nevada Cares campus; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree in social work, criminal justice, psychology, sociology, education, public administration, business administration, political science or a closely related field AND three years full-time program or project management experience in a homeless services, human services, public health or public sector field to include experience in at least one of the following areas: budget and contract management, developing program policy, or grants management; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

May exercise direct supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Oversee assigned areas of work, programs, and projects.

Develop, implement, and evaluate the proper administration of campus programs, policy/procedures, and strategies; develop, monitor, and evaluate program related data to track the progress and outcomes of program deliverables.

Oversee contracted staff to ensure programming model and contractual operations practices are being correctly implemented.

Supervise assigned staff, which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Provide staff support for homeless services programs and campus operations, including coordinate assignments, and activities; collect, compile, analyze, and monitor progress; present findings to management, identify alternatives, and make recommendations.

Identify, implement, and ensure proper administration of programs, policy/procedures, regulations and strategies.

Identify needs for the sheltered and unsheltered homeless population; provide information on available resources and programs.

Collaborate with various community agencies and partners to advance the services provided to the homeless population.

Prepare purchase orders; coordinate with vendors to resolve problems; obtain and verify pricing and other purchasing related information; reconciles purchase orders, change orders and related paperwork to ensure proper billing and payment; maintains all related documentation and records.

Negotiate terms and administer contracts for services including providing information and participating in the negotiation of inter-local agreements.

Monitor budgetary expenditures and ensure expenditures stay within allocated budgets.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental and countywide policies and procedures.

Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Organizational structure of the Office of the County Manager and Washoe County as it relates to programs and activities of assigned area(s).

Computer software specific to the department/division.

Ability to:

Plan, coordinate and direct the operations of assigned programs and services to accomplish established goals and objectives and optimize efficiency.

Interpret and apply pertinent laws, codes, and regulations pertaining to the area of assignment.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Principles and practices of homeless or human services programs.

Program planning and development methods and techniques related to public assistance programs.

Budget monitoring, tracking and procurement practices.

Contract negotiation and administration.

Principles of supervision, training, staff development, and performance evaluation.

Ability to:

Evaluate work priorities, procedures, and processes to determine their effectiveness and efficiency.

Collaborate with community and other private and public agencies to accomplish program goals.

Interpret and ensure the implementation of program requirements, policies, and procedures.

Interact effectively with homeless individuals in stressful situations and maintain client rapport on an individual basis in person and over the phone.

Research, compile, analyze and interpret data and information; write administrative summaries, reports and other documents.

Communicate effectively both orally and in writing.

Maintain effective working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to sit for extended periods. Ability to frequently stand and walk. Ability to lift and move objects weighing up to 25 lbs. Ability to use modern office equipment including computers, copiers, printers, telephone, and FAX machine.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.