



CLASS SPECIFICATION

Class Code: 60018953
Date Established: 07/2020
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: non-exempt
Probation: 12 months

HOMELESS SERVICES PROGRAM ASSISTANT

DEFINITION

Under general supervision, provides staff support to Washoe County's homeless services programs and community wide initiatives to reduce the number of people experiencing homelessness; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of full-time experience involving research, development, evaluation and/or revision of programs related to homelessness services, human services, or public health; or an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

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

SUPERVISION EXERCISED

May provide lead direction to support staff or assigned project teams.

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

Provide support for the Nevada Cares Campus, which consists of over 650 emergency shelter beds, a safe camp with 50 tents, temporary housing, intake center, food and laundry services, and a regional service coordination center for people experiencing homelessness, all spreading across 15 acres; coordinate and organize associated services and activities; conduct studies, research, and analysis of administrative and management concerns; make recommendations regarding operations, programs, services, and organizational or procedural changes; create and implement new or revised systems and procedures including computer applications.

Conduct, coordinate, supervise, and monitor special projects, assignments, and activities related to homeless services; collect, compile, and analyze information from various sources on a variety of homelessness issues; write reports which present and interpret data; identify alternatives, make and justify recommendations.

Support emerging issues related to homeless services; identify, strategize, and communicate program initiatives based on community, county, and regional issues, while cultivating and maintaining relationships with elected officials, executive leadership, other departments, and strategic planning teams; research.

Handle inquiries on the telephone and in person; answer questions and provide information where judgment, knowledge and interpretations are called for; resolve complaints and refer callers to appropriate source(s) as necessary, all while providing exemplary customer service.

Coordinate assigned services and activities with other programs, divisions, departments, outside agencies/organizations, the public, and government officials to enhance the effectiveness of assigned area.

Initiate and maintain a variety of resource materials, files, and records (computerized and manual) related to assigned program(s); maintain control files on matters in progress; maintain and update resource materials.

Monitor and assist in the preparation of assigned budget(s) including recommending expenditures for designated accounts and monitor approved budget accounts; review financial condition of assigned programs and recommend/initiate corrective action to ensure financial integrity.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:

Organizational structure of Washoe County as it relates to programs, activities, and functions of homelessness issues.

Departmental policies, practices, and procedures.

Federal, state, and local laws, statutes, codes, regulations, and standards pertaining to homelessness.

Challenges faced by individuals experiencing homelessness.

Terms and acronyms commonly used in the assigned function.

Ability to:

Understand the organization and operation of the County and of outside agencies as necessary to assume assigned responsibilities.

Ability to support and respond with humility to diversity and homelessness.

Ability to work in a crisis-oriented environment and respond appropriately to a person in crisis.

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

Knowledge of:

Organization and management practices as applied to the analysis and evaluation of programs, policies, and operational needs related to homelessness issues.

Methods and techniques of statistical and administrative data collection and report preparation.

Principles of public and/or business administration.

Ability to:

Analyze information/situations, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Ability to work effectively, cooperatively, and respectfully with staff, volunteers, clients, and community members regardless of race, ethnicity, national origin, partner status, faith, age, socio-economic status, gender identification, and physical or mental ability.

Read, interpret, apply, and explain pertinent laws, statutes, codes, regulations, and standards including administrative and departmental policies and procedures.

Research, compile, tabulate, analyze and interpret data and information.

Communicate clearly and concisely both orally and in writing, tailoring the message to the intended audience.

Act with honesty and integrity; exercise appropriate discretion and maintain confidentiality of information.
Plan and organize work to meet schedules and timelines.

Establish, maintain, and foster effective and positive 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 work in a standard office environment. Ability to use office equipment including computers, telephones, calculators, copiers, and fax machines. Ability to lift and carry up to 40 lbs. Work is performed equally between an office environment and a homeless shelter environment; employees may encounter potentially hostile or combative situations.

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