



Community Housing Services Manager



AN IMPACTFUL LEADERSHIP OPPORTUNITY IN THE CITY OF OAKLAND

The City of Oakland's Community Housing Services Manager position is a well-positioned opportunity for a creative, visionary leader and systems thinker who is passionate about eliminating homelessness and addressing the needs of Oakland's most vulnerable residents to have a direct impact on the community of Oakland. The City is looking for a Community Housing Services Manager who has a track record of highly effective, innovative and professional program administration with experience and knowledge of complex funding structure and the US Department of Housing and Urban Development (HUD) compliance requirements to manage the homelessness, housing and hunger programs.

THE CITY AND COMMUNITY OF OAKLAND

The City of Oakland is a dynamic city with 50 distinct and eclectic neighborhoods, 17 commercial districts, an increasingly vibrant downtown, a strong economic base, world-class arts and entertainment venues, superior cultural and recreational amenities, and a rich multicultural heritage. Oakland is the eighth largest city in California with an estimated population of 413,775 (2014 U.S. Census Bureau). The city serves as the administrative seat of Alameda County and the center of commerce and international trade for Northern California.

Oakland is one of the most diverse and ethnically integrated urban cities in the nation, with major representation from Latino, Pacific Islander, Asian, African-American, and Caucasian residents speaking over 125 languages and dialects. The city is also home to the third-largest LGBTQ community among the 50 largest U.S. cities. The city's rich diversity is celebrated and shared through annual festivals including the Black Cowboy's Parade, Fruitvale's Dia de los Muertos, Oakland Chinatown StreetFest, Oakland Pride, and Art & Soul. Oaklanders love their city!

Oakland has emerged as a major economic force in the region. As a center for international trade, the Port of Oakland is the nation's fifth busiest container port. The Oakland International Airport is served by 12 major domestic and international airlines. Oakland is home to several corporate headquarters including Clorox, Kaiser Permanente, Pandora, Sungevity, Cost Plus World Market, Dryer's Grand Ice Cream, and Revolution Foods. High quality educational opportunities abound as six major universities, including U.C. Berkeley, are within a 40-mile radius.

OAKLAND HUMAN SERVICES DEPARTMENT

The Human Services Department builds strong communities by enriching the quality of life for individuals and families

in Oakland. The Human Services Department enriches the quality of life for Oakland residents in a variety of ways.

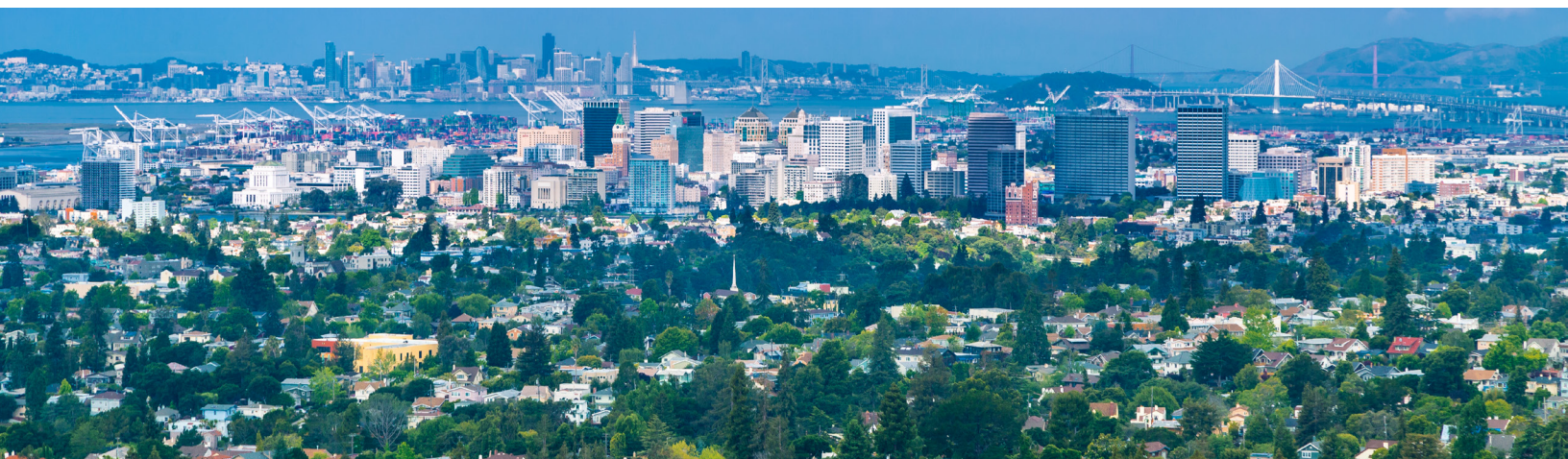
The Human Services Department is a team of over 200 individuals committed to this mission through an \$80 million budget supporting a broad range of community programs from Head Start to Senior Services. For more information regarding the Human Services Department, visit: <http://www.oaklandhumanservices.org>

COMMUNITY HOUSING SERVICES DIVISION

The Human Services Community Housing Division is committed to ensuring all families and individuals have equitable access to food, housing and housing support services. In close partnership with other public and nonprofit agencies, Community Housing Services provides vital safety net services to Oakland's homeless adults, youth, and families. Community Housing Services supports a full continuum of homeless services including street outreach, emergency shelter, transitional housing, rapid rehousing, and support services within permanent housing. The Division is the regional lead for implementing Oakland's Coordinated Entry System. Community Housing Services also administers the HOPWA program which provide housing and services for persons living with HIV/AIDS and their families. Other vital support services such as emergency food distribution, case management, and legal services are an integral part of the Division's work.

THE POSITION

The Community Housing Services Manager reports to the Director of Human Services, leads a team of seven (7) staff and is responsible for the direction, management and implementation of a wide variety of housing, homelessness and hunger programs including those funded under federal programs such as Continuum of Care, Emergency Solutions Grant (ESG), Housing Opportunities for People with AIDS (HOPWA) and the Community Development Block



Grant (CDBG). The Manager will ensure compliance with all relevant statutes, regulations and formal guidelines. The Manager is responsible for conveying the City of Oakland's messaging and response to homelessness with other jurisdictional partners, nonprofits, elected officials and the public. The position oversees a division budget of \$17 million. This is a pivotal moment to address the impact of the homeless population in the City of Oakland. The new manager will be charged with addressing the following key priorities quickly:

1. Conduct an assessment of current homeless efforts and development of a six-month action plan. In partnership with division staff begin the process of creating a strategic plan to aggressively address homelessness in Oakland.
2. Successfully launch and implement Mayor Schaaf's Safe Haven outdoor navigation program.
3. As the lead homelessness agency, initiate and lead the roll out of the Coordinated Entry system to galvanize coordinated activities, in a systemic manner, that fosters authentic attention to the crisis, heightens awareness and resolve, gains new supporters, and increases visibility of the work being done in Oakland.
4. Work with City and County housing partners to support the development of permanent supportive and deeply affordable housing units and programs.

RESPONSIBILITIES/ESSENTIAL FUNCTIONS

- Develop and direct the implementation of short-term and long-term goals, objectives, policies, procedures and work standards for the division to meet the needs of the affected population; coordinate the work of the division with partnering agencies, consultants and vendors.
- Direct, manage, and implement a variety of social services and housing programs related to individuals, seniors, youth and families who are homeless or in jeopardy of becoming homeless.
- Ensure quality service delivery, compliance with federal state and local regulations, and thorough recordkeeping for program monitoring and evaluation purposes.
- Demonstrate superior communication skills in both

written and verbal platforms, conveying program success and needs; particularly displaying excellent leadership communicating with all stakeholders including staff, homelessness and housing colleagues, consultants, community partners, and governance teams;

- Direct and prepare a variety of studies and reports; develop specific proposals; assist in the preparation of specifications for grants; develop and manage Requests for Proposals processes; and direct evaluations.
- Assist in the development of the operating department budget; review and approve financial reports, contracts and budget change requests; manage and administer contracts; assist with the identification and procurement of grants and other funding.
- Direct the selection, supervision, and evaluation of assigned staff; plan and implement staff training and professional development activities to enhance program effectiveness and high performance.
- Respond verbally or in writing to questions and complaints from citizens; make decisions regarding program eligibility; provide technical assistance to and collaborate with nonprofit and for profit organizations who work with client program recipients.

IDEAL CANDIDATE

The ideal candidate will possess:

- Experience as a program administrator with strong business, staff management and problem solving skills, and a track record of creating a culture of collaboration, high performance, service excellence and accountability;
- Creative, visionary and system thinking around current homeless and prevention services with the ability to take programs to the next level of implementation with the City of Oakland, County Housing and health care agencies, State Homelessness and Housing Offices, and federal Department of Housing and Urban Development (HUD).
- An ability to set a vision for program staff that is both unifying and inspiring for City staff, City Council, collaborative partners and community members; an understanding of Oakland's diverse and vibrant



community; experience engaging community members in leadership development;

- Strong budget management background and knowledge of blended funding streams; a thorough understanding of the complex regulatory environment of various federal and state homelessness, housing and hunger programs including familiarity with HUD funding;
- Passion for working through a racial and cultural equity lens and experiences working within a diverse community, developing, cultivating and enhancing partnerships and community engagement; skills in crisis management, and working comprehensively, collaboratively and resourcefully to address issues effectively;
- Excellent interpersonal skills; leads with integrity; relationship builder who collaborates, cultivates and engages with program/community partners, and the community at large;
- Ability to communicate effectively with external stakeholders and recommend necessary changes;
- Excellent communication and presentation skills; ability to communicate effectively, both oral and written formats, and to diverse audiences;
- Attentive to issues in a proactive manner; manages change; builds team unity; displays sound judgment; has good listening skills; and is transparent and fair;
- Understanding of healthcare and social services systems;
- Politically astute and aware.

EDUCATION AND EXPERIENCE

The following qualifications are guidelines, as the appointing authority has broad discretion in filling exempt positions.

Education:

Bachelor's degree from an accredited college or university in public or business administration, human services, education, health services, sociology, psychology or closely related field. Master's degree in a related field is highly desirable.

Experience:

Five (5) years of responsible supervisory or managerial experience in human services program administration.



APPLICATION PROCESS

To be considered, please submit your resume and cover letter which highlights relevant experience; key accomplishments; and interest in the position. Submit information, electronically to oak.housing@thehawkinscompany.com, by **January 12, 2018**. Resumes received by **January 12, 2018** will receive first consideration. The position is open until filled.

All materials will be reviewed and evaluated by The Hawkins Company. The most qualified individual will be invited to participate in the Department's selection process.

Salary range is \$123,760.20 - \$151,959.84



THE HAWKINS COMPANY

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For additional information or questions, please contact Bill Hawkins at 310-348-8800 bill@thehawkinscompany.com, or Ms. Brett Byers at 323-403-8279 brett@thehawkinscompany.com

The City of Oakland is an equal opportunity employer, values workforce diversity and seeks to create an environment and culture that embraces employee differences. All qualified applicants are considered in accordance with applicable laws prohibiting discrimination on the base of race, religion, color, gender, age, national origin, sexual orientation, physical or mental disability, marital status or veteran status or any other legally protected status.

