

# DIVISION MANAGER, HOMELESS SOLUTIONS AND INTERVENTIONS HOUSING DEPARTMENT

City of San José, CA





## THE SAN JOSÉ HOUSING DEPARTMENT

The City of San José Housing Department is a leader in the production of affordable housing. Its mission is to strengthen and to revitalize our community through housing and neighborhood investment. The Housing Department has an operating budget of approximately \$16.5 million annually and 86 employees and is committed to creating and supporting a diverse work environment with a staff that values inclusion. As a federal entitlement City, San Jose receives approximately \$14 million annually in formula grants from the Department of Housing and Urban Development. Additionally, to the federal entitlement funds, the Housing Department administers a number of State and local funds to support housing and homelessness projects and services. The Housing Department is committed to creating and supporting a diverse work environment with a staff that values racial equity and inclusion.

## THE POSITION

This position is one of two Division Managers reporting to a Deputy Director in the Housing Department. It oversees the City's Homeless Programs, Services and Interventions. The selected candidate will provide leadership for three key focus areas:

### **Drive solutions and collaboration with external stakeholders, public agency partners and across City departments**

- Coordinate with other City departments as needed to develop and implement homeless programs, including the City Manager's Office, Department of Planning, Building, and Code Enforcement, Environmental Services, Parks, Recreation and Neighborhood Services and the City Attorney's Office
- Work with the Department's Policy Team and the City Manager's Office on advocacy advancing City priorities and responding to State and Federal legislation
- Implement the Department's equity, inclusion, and belonging priorities and provide leadership to help advance the achievement of those priorities within the organization and within the larger homeless delivery system
- Draft and edit memorandums to the City Council, Council Committees, and the Housing and Community Development Commission
- Attend meetings and deliver presentations to the City Council, Council Committees, Housing Commission, and public on an as needed basis
- Ensure provision of excellent customer service
- Proactively identify potential areas for improvements in program design and implementation, and take the initiative to lead those improvements
- Maintain strong relationships with external service providers, homeless advocates, the Office of Supportive Housing and Destination: Home

### **Lead the City's implementation of the region's strategic framework Community Plan to End Homelessness**

- Create a City of San Jose specific implementation plan with measurable objectives and key results
- Lead City staff and community service providers on the Plan's implementation to achieve measurable outcomes that are aligned with the strategic goals and mission of making homelessness rare, brief, and non-reoccurring
- Facilitate and encourage joint planning and cooperation with stakeholders to improve the service delivery with particular emphasis on soliciting the feedback and input of those with lived experiences of homelessness
- Oversee the development of the selection of the contracted nonprofits who operate the programs

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- Coordinate with the Grants Management Team to develop the contract scope of service and performance metrics that drive progress towards the Community Plan implementation; review quarterly reports
- Perform research and analyses and develop recommendations on program design and implementation
- In coordination with the Grants Management Team, Office of Supportive Housing, and Destination: Home, define and collect data for analysis that can be reported county-wide

## **Develop the Department's strategic work plan and budget for homeless programs and services**

- Develop and implement an annual workplan including outcomes, objectives, and key results
- Lead the Homeless Solutions and Interventions team of approximately six employees and directly supervise one senior manager who oversees the daily activities of the team and key program areas
- Direct the allocation of local, state, and federal resources to achieve timely outcomes and measurable goals within budget
- Develop a systematic and regular collection of input, output and outcome data for the department's homeless programs and services; work with the Department's communications team to publicly communicate results and progress
- Facilitate and research the development of new programs to address the un-met needs of homeless residents
- Assist with the development, implementation, and management of budgets in partnership with both the Grants Management team and the Finance and Administration team
- Assist with the development, implementation, and management of program contracts in partnership with the Grants Management team and the Finance and Administration team
- Research and identify funding and grant opportunities that align and support the goal of the programs
- Evaluates programs to ensure programs are effective
- Oversee the development of an annual report for the City Council and the public to report the City's progress in ending homelessness
- Maintain policies and procedures consistent with the funding source

## **THE IDEAL CANDIDATE**

The ideal candidate will possess the following competencies, as demonstrated in past and current employment history. Desirable competencies for this position include:

Job Expertise – Demonstrates knowledge of and experience of designing, implementing, and managing multiple social service programs, budgets, and paid staff. Experience or exposure to using Racial Equity Tools in the development of policy or evaluations of programs.

Communication Skills – Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; asks clarifying questions to assure understanding of what the speaker intended; communicates effectively to large groups; displays openness to other people's ideas and thoughts.

Initiative – Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues training/continuing education opportunities that promotes job performance.

Multi-Tasking – Can handle multiple projects and responsibilities simultaneously; has the ability to deliver products on time and set appropriate timelines and expectations for project delivery.

Political Skill – In taking action, demonstrates an understanding and consideration of how it will impact stakeholders and affected areas in the organization.

Problem Solving – Ability to ask questions to quickly understand key issues, and deliver work products that align with core goals and approaches; proactively explores opportunities and challenges, identifies issue areas, and formulates possible strategies to address issues or advancement opportunities; able to proactively manage up and down to identify problems, advance issues, and determine paths forward with minimal day-to-day supervision.

Supervision – Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources.; considers opportunities for continual learning and improvement a core function of the job; works effectively with coworkers with cultural humility and respect.

## Required Education, Experience and Licenses:

Completion of a Bachelor's Degree, or its equivalent, from an accredited college or university in planning, political science, sociology, public or business administration, or closely related field of study.

Desirable Education: A Master's degree in one of the above curricula or a law degree.

Experience: Six (6) years of progressively responsible experience implementing and developing homeless programs and services through research, evidence-based practices, and identifying and cultivating and maintain new and existing partnerships between stakeholders including government, nonprofits, advocates, and homeless residents. Three of the six years must have included supervision of subordinate paid staff. Previous experience working in a large, complex government agency will be an asset but is not required.

## Employment Eligibility:

Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of San Jose will not prepare or file a labor condition application with the Dept. of Labor.

## SELECTION PROCESS

The selection process will consist of an evaluation of the applicant's training and experience based on the application and responses to the Job Specific Questions. Only candidates whose backgrounds best match the position will be invited to proceed in the selection process. Additional phases of the selection process will consist of one or more interviews, one of which may include a practical/written exercise.

## COMPENSATION & BENEFITS

The annual salary range for this position is \$112,792 - \$172,276. The actual salary shall be determined by the final candidate's qualifications and experience. In addition to the starting salary, employees in the Management classification receive approximately five percent (5%) ongoing non-pensionable compensation. The City also provides an array of benefits to its employees. For details visit the City's benefits website: <https://www.sanjoseca.gov/your-government/departments/human-resources/benefits>

## HOW TO APPLY

**Apply immediately** at [www.alliancerc.com](http://www.alliancerc.com) for priority consideration. Applications will be reviewed as they are received. For questions and inquiries, please contact: Cindy Krebs, [ckrebs@alliancerc.com](mailto:ckrebs@alliancerc.com), or Sherrill Uyeda, [suyeda@alliancerc.com](mailto:suyeda@alliancerc.com).

### ALLIANCE RESOURCE CONSULTING LLC

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Successful completion of a thorough background investigation prior to employment is required. The City of San José is an equal opportunity employer encouraging workforce diversity.

Per the City's [COVID19 Mandatory Vaccination Policy](#), the City requires all employees starting on or after February 11, 2022, to provide proof of vaccination as a condition of employment absent a documented medical and/or religious exemption. Proof of vaccination means that employees are required to be "up-to-date" with regards to the COVID-19 vaccine. Consistent with the Santa Clara County Public Health Order issued on December 28, 2021, "up-to-date" means that an employee is not only "fully vaccinated," but has also obtained any booster doses of a COVID-19 vaccination for which they are eligible, within 15 days of first becoming eligible.

## THE CITY OF SAN JOSÉ

The City of San José, Capital of Silicon Valley, is one of the nation's best-managed cities and one of the top ten cities in which to live, work, and do business. Moreover, San José is the center of cultural, government, and economic activity for the region. The employees of the City of San José have embraced the following values: Integrity, Innovation, Excellence, Collaboration, Respect, and Celebration. The City's Housing Department is seeking an individual whose values align with the values of the City's employees.

San José is a full-service Charter City and operates under a Council-Manager form of government. City operations are supported by 6,544 positions and a total budget of \$5.1 billion (for the 2021-2022 fiscal year). Extensive information regarding San José can be found on the City's website at [www.sanjoseca.gov](http://www.sanjoseca.gov).