

# Homeless Response Coordinator Position Description

## About the Position

The Community Planning and Development Department of the City of Olympia is responsible for administration of the City of Olympia's housing and homeless programs. Homelessness and its impacts are having significant impacts on the community and require the development of a coordinated and strategic response. The City of Olympia is currently accepting applications to fill a Homeless Coordinator position in the City's housing program. The Homeless Coordinator will be responsible for:

1. **Homeless Response Plan** – develop and implement a homeless response plan.
2. **Day or Warming Center** – play the lead role in the development of a partnership to locate a site or sites, develop a funding and operational plan and monitor ongoing operations of a day center or seasonal warming center.
3. **Hazardous Weather Task Force** – Participate on behalf of the City of Olympia in a regional homeless hazardous weather response effort and lead the City's part in implementation.
4. **Regional Coordination** – Monitor and assist regional policy development and resource allocation bodies such as the Community Investment Partnership, Health and Human Services Commission, Housing Action Team, Homeless Housing Hub and other regional entities focused on homeless response.
5. **Outreach** - Advise code enforcement and police staff in how to effectively perform outreach to campers on private property and maintain an active understanding of homeless encampment numbers, populations and distribution.
6. **Organization Support and Development** - Help to solicit and build the capacity of local and regional non-profit groups to do more to manage homeless services and facilities.
7. **Data Collection** - Support ongoing data collection efforts to understand the homeless and their needs including supporting Thurston County's Annual Point in Time Census.
8. **Communicate** - Respond to inquiries about homelessness response in Olympia.
9. **Business Support** - Coordinate with local businesses to understand and respond to their concerns regarding the impacts of homelessness.
10. **Best Practices** - Understand best practices from a regional and national perspective in responding to homelessness. Coordinate with social service providers, other cities, etc. to implement best practice shelter and housing options.
11. **Encampment Ordinance** - Work with area faith organizations to facilitate their participation in responding to homelessness including developing and supporting temporary faith organization site encampments.

This is a project funded position subject to annual budgetary allocation. The person selected for this position will work 40 hours per week for the City of Olympia.

## Ideal Candidate Profile

- Ability to work effectively with stakeholders, appointed and elected officials to develop an actionable Homelessness Response Plan.
- History of working with complex social service issues.
- Ability to work with social service organizations and governmental entities to create collaborative partnerships to address the impacts of homelessness.
- Knowledge of data collection and analysis to support evidence based responses to homelessness.

- Excellent communication skills and the ability to communicate effectively to a wide range of audiences.
- Knowledge and skills in community-based behavioral health care and case management.
- Ability to maintain a high level of ethical conduct regarding confidentiality, dual-relationships, and professional stature.
- Ability to work effectively in a team environment.
- Flexible and adaptive and able to work effectively with multiple and changing priorities.

### **Examples of Duties / Knowledge & Skills**

The essential functions of the position include but are not limited to:

1. Working with stakeholders, the community, city and regional governmental representatives to develop a coherent plan for responding to homelessness.
2. Consult and cooperate with service providers to facilitate the creation of innovative responses to homelessness.
3. Maintain program records in accordance with applicable standards and regulations, grant requirements, etc.
4. Make presentations to community groups, boards, commissions, and councils.
5. Maintain a high level of ethical conduct regarding confidentiality, dual-relationships, and professional stature.
6. Keep current on local and statewide resources available and relevant to responding to homelessness in our region.
7. Attend meetings and trainings as required.
8. Other duties as assigned.

### **Minimum qualifications & Requirements**

Knowledge/Skills/Abilities:

1. Understanding of the causes and responses to homelessness.
2. Knowledge of community-based behavioral health care and the coordinated entry system.
3. Knowledge of group facilitation and approaches to stakeholder involvement.
4. Knowledge of report writing.
5. Knowledge of community development and urban planning principles and practices.
6. Possess good organizational and time-management skills, demonstrate good judgment, excellent problem-solving abilities and maintain a professional demeanor at all times.
7. Excellent interpersonal and communication skills.
8. Demonstrated punctual, regular and reliable attendance is required.

### **Experience/Education**

1. Bachelor's degree in social work, planning, public administration or related field.
2. Two years of experience in a related field with a preference in working with people experiencing homelessness, affordable housing or community development.

### **Accountability**

1. Accountable for delivering extraordinary customer service, being a great team member and being a subject matter expert on homelessness and community development.