



Job Description

Position Title: Homeless Management Analyst
Program: Dept of Community Response (DCR)
Supervisor: As designated on the organizational chart
FLSA Status: Non-Exempt (Hourly)
Effective:

Summary: The Homeless Management Analyst is responsible for performing administrative professional work coordinating projects and activities. The Management Analyst position will serve as a member of DCR program and assist with the implementation of new initiatives. Working conditions are primarily in an office environment; however, there may be times staff will assist with street outreach efforts as needed. May exercise supervision over assigned staff.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Monitors and manages correspondence received for homeless and encampment outreach assistance.
2. Assists with implementation, monitoring and evaluations of homeless program initiatives.
3. Perform necessary data and process analysis to improve the effectiveness and efficiencies of current and new programming.
4. Coordinates with homeless outreach staff, and other entities regarding assigned programs and projects, sets deadlines, analyzes issues, and provides recommendations.
5. May assist in the preparation and monitoring of the annual budget.
6. Assists with preparing written reports and presentations on project progress and results regarding homeless and street outreach efforts.
7. Assists with coordinating across various divisions and community partners.
8. Organizes and prepares written summaries of project reports and action plans in a timely manner.
9. Performs related duties and fulfills responsibilities as required.
10. Act as a designated Mandated Reporter for the observed or suspected abuse and/or neglect of children, disabled individuals, dependent adults and elder/senior citizens. Mandated Reporter also includes "Duty to Warn" which includes the responsibility to notify authorities and the intended victim(s) of physical harm.

Supervisory Responsibilities: This job has no supervisory duties.

Measures of Performance: This position shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. Interpersonal Skills – Responds promptly to colleagues and/or client needs. Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control managing difficult or emotional situations; Remains open to others' ideas and tries new things; Shows respect and sensitivity to all people including those with cultural differences; Promotes a harassment-free environment; Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Reacts well under pressure.
2. Communication – Speaks and writes clearly; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words; Organizes ideas clearly; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Ensures that others involved in a project or effort are kept informed about developments and plans.
3. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback constructively; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed; Is open with other team members about his/her concerns; Is able to see the merits of perspectives other than his/her own; Demonstrates openness; Makes agreements/commitments and follows through.
4. Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
5. Quality and Quantity – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Meets productivity standards and completes work in a timely manner.
6. Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Bachelor's Degree from an accredited college or university with preferable coursework in Business, Public Administration, or a related field.
- Lived experience as a mental health consumer or a family member of a mental health consumer.
- Work experience with Medi-Cal billing is highly desirable.
- Work experience with persons who have substance abuse problems, preferably individuals who are dually diagnosed (mental health & substance abuse) is highly desirable.
- Knowledge of 12-Step Programs and/or personal experience with substance abuse recovery is highly desirable.

Language Skills:

- Demonstrated ability to read, analyze and understand directions and documentation in English.
- Excellent English written communication skills, with demonstrated clarity and accuracy in writing, grammar, and punctuation.
- Excellent English verbal communication skills with the ability to effectively communicate with agency employees, clients and all individuals inside and outside the Agency.
- Demonstrated abilities in effective communications to include writing and maintaining clear and accurate case notes and reports, rehabilitation planning, statistical reporting and evaluation.
- Demonstrated ability to prepare correspondence independently.
- Bilingual or multi-lingual skills are desirable.

Mathematical Skills:

- Demonstrated ability to work with numbers (add, subtract, multiply and divide, using whole numbers, common fractions and decimals) using a calculator.

Reasoning Ability:

- Ability to interpret a variety of instructions and documentation presented in various forms.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to solve practical problems that deal with abstract and concrete variables.

Computer Skills:

- Must be computer literate with experience in word-processing, email and the internet. Microsoft Office experience preferred.

Certificates, Licenses, Registrations:

- Provide own vehicle, possess a valid California Driver's License and current vehicle insurance. Driving record must meet, and continue to meet the generalized driving guidelines used by our insurance broker.
- Must have at least 3 years of driving experience.

Other Skills, Abilities, and Job Requirements:

- Ability to develop, implement, and evaluate new programs.
- Knowledge of the homeless population and concerns impacting this population.
- Knowledge of computer software and hardware applications.
- Knowledge of budget and accounting principles
- Knowledge of project management methods.
- Knowledge of training techniques.
- Knowledge of general statistical and quantitative methods.
- Ability to analyze and recommend solutions to management and organizational problems.
- Ability to assist in the preparation of budgets and accounting systems.
- Ability to operate a computer keyboard and other basic computer equipment.
- Ability to develop and implement innovations towards improving the department's operations and delivery of services.
- Ability to assess data processing needs and submit requests to the Information Technology Services Department.

- Ability to provide technical assistance and training to computer users.
- Ability to communicate clearly and effectively.
- Ability to pass clearance of various agencies including but not limited to, the Department of Justice, the Federal Bureau of Investigation, the Department of Motor Vehicles, a third party consumer reporting agency, and, perhaps, other agencies.
- Work overtime as requested and approved.
- Be available for one week of after-hours duty on a rotational basis.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is required to:

V – Very Often / F – Frequently / O – Occasionally / R - Rarely							
Sit	v	Use keyboard	v	Stoop, kneel, crouch or crawl	o	Hear	v
Stand	v	Use hands to feel	v	Climb or balance	f	Talk	v
Walk	v	Reach with hands/arms	f				

Must occasionally lift or move up to 30 pounds. Specific vision abilities required by this job include: close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

The agency’s client population may consist of homeless individuals with a persistent mental health diagnosis which employees may come into contact with. In addition to mental health issues, this population may also have a variety of physical health issues and communicable diseases.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.