



## Neighborhood and Social Services Liaison

### ***Purpose of the role:***

Under general direction, performs a full range of complex, responsible, and varied professional, analytical, financial, systems, statistical, programmatic, management, and/or other administrative analyses duties in providing highly responsible staff support to neighborhood, social services and homeless program areas; assumes responsibility for the management and administration of significant City programs, functions, and/or service area; provides sound, professional recommendations for action and significant assistance in policy, procedure, work methods, and budget development and implementation for the coordination of social services; coordinates assigned activities with other divisions, outside agencies, local non-profits, stakeholders and the general public; may supervise support staff; and performs related duties as assigned.

### ***Distinguishing Characteristics:***

This is an advanced journey-level class responsible for developing and coordinating the delivery of neighborhood, social services and homeless services in the community. This position is generally responsible for the management, strategic planning, and administrative oversight of programs which support the development and coordination of homeless and social services in the community. Incumbents at this level independently perform the most difficult and responsible analytical, financial, systems, statistical, programmatic, management, and other administrative analyses duties in providing highly responsible staff support to a City department, office, and/or program area. Assignments are typically received in broad, outline form, and incumbents are expected to act independently in developing applicable resources and information.

This classification is expected to independently complete the most complex and difficult analytical work on assignments having greater impact on departmental operations or City-wide programs, including responsibility for the management and administration of a significant program, function, or service area.

***The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.***

### ***Essential Duties and Responsibilities:***

- Continuously assesses community needs and evaluates program using outcome data to determine effectiveness of program components and recommend program modifications as necessary;
- Establish and coordinate program services, policies and procedures to ensure compliance with data quality requirements and conformity with federal, state and local regulations, and best practices;
- Serve as a liaison with City Departments, the Police and Fire

Departments, Ventura County social service and housing agencies, and the community, including non-profits and faith-based organizations.

- Organize and participate in public outreach, education, and advocacy efforts to drive participatory and reflective input from a broad group of stakeholders.
- Assist with strategy creation, implementation, budget recommendations and oversight related to social services and homeless program areas to promote effective strategies and a shared humanitarian effort.
- Coordinate interdepartmental and external agency information sharing to ensure a coordinated and collaborative approach to homeless services.
- Identify additional and target current resources from multiple systems to assist with homeless prevention.
- Coordinate and implement homeless encampment clean-ups within the City of Thousand Oaks.
- Work closely with government agencies and non-profits in their efforts to support vulnerable populations.
- Provides assistance in resolving politically sensitive, highly sensitive, difficult and complex operational and administration problems; identifies problem areas and issues; plans, organizes, coordinates, directs, and/or conducts administrative and/or management studies relating to the activities or operation of the assigned department, office, or program area; conducts complex surveys, research, and analysis on administrative, fiscal, and operational issues; determines analytical techniques and information-gathering processes and obtains required information and data for analysis; analyzes alternatives and makes recommendations regarding such areas as staffing, facilities, equipment, cost analysis, productivity, and policy or procedure modifications; discusses findings with management staff and prepares reports of study conclusions; oversees and assists in the implementation of recommendations.
- Provides difficult and complex staff assistance to management staff; participates on and provides staff support to a variety of committees and boards; prepares and presents staff reports and other correspondence as appropriate and necessary.
- Plans, coordinates, implements, promotes, and oversees significant programs, projects, and initiatives; oversees and participates in the development and implementation of program goals, objectives, policies, procedures, and priorities; oversees and participates in the development and implementation of strategies and workplans for the achievement of these goals.
- Performs the full range of duties involved in the identification, planning, development, and implementation of new and/or modified programs that would promote and enhance the mission, goals, and objectives of the City; oversees or performs the necessary research and analysis to justify the appropriateness of implementing the proposed program/project; prepares presentation materials and background documentation; monitors project success using appropriate tracking and feedback systems.
- Performs the full range of duties involved in researching, negotiating,

and monitoring assigned contracts and agreements with outside suppliers, service providers, leasing agents, and others; ensures work is performed in compliance with contracts and agreements.

- Coordinates assigned services and program/project activities with those of other City programs, functions, departments and staff, boards, committees, and task forces as well as external agencies, groups, and the general public to ensure effective cooperation consistent with optimal efficiency, effectiveness, and economy; coordinates data, resources, and work products as necessary and upon request in support of a productive and positive working environment; represents the assigned area to public and private groups, organizations, and other City groups; provides information and assistance as appropriate.
- Oversees and participates in the design, production, and distribution of a variety of promotional, marketing, outreach, and informational materials, communications, and presentations for assigned programs, services, resources, events, and activities; as assigned, creates press releases and serves as press contact for assigned programs.
- Ensures that assigned program activities and services comply with relevant federal, state, and local laws, policies, and regulations.
- Analyzes proposed legislation, develops recommendations for Department Head, City Manager and/or City Council action.
- May participate in and contribute to the management of the City's Community Development Block Grant program; assumes full responsibility for managing CDBG funded projects including capital improvement, commercial revitalization, property acquisition, and rehabilitation projects; manages the City's Social Services Endowment Fund.
- Participates in the budget development process and budget monitoring activities for assigned areas of responsibility; collects and analyzes financial data; reviews and analyzes budget requests and budget changes; makes recommendations and obtains final approval for changes; creates data tracking and reporting systems; monitors monthly status.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of business and public administration and issues related to field of expertise.
- May direct the work of support staff on a project or day-to-day basis.
- May be required to work some evenings and weekends.
- Performs related duties as required.

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*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

***Desired  
Minimum  
Qualifications:***

Knowledge of:

- Organization and operation of municipal government.
- Municipal government functions specifically related to program area.
- Operational characteristics, services and activities of assigned significant program area.
- The philosophy and objectives of social service and community service programs.
- Comprehensive knowledge of homeless services.
- Principles and practices of program development and administration.
- Advanced organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs related to area of assignment.
- Principles and practices of contract negotiation, preparation and monitoring.
- Principles and applications of critical thinking and analysis.
- Techniques and formulae for administrative, financial and comparative analyses.
- Methods and techniques of effective technical, administrative, and financial record keeping, report preparation, and presentation.
- Recent developments, research methods, current literature, and sources of information related to assigned programs and service areas.
- Terminology used in area of assignment.
- Principles and practices of budget preparation and administration and grant application and administration principles and practices.
- Finance and accounting systems.
- Principles of business letter writing.
- Federal, state, and local government organizations.
- Pertinent federal, state, and local laws, codes, and regulations.
- Principles of lead supervision and training, which may be applied to the supervision of volunteers.
- Modern office procedures, methods, and equipment including computers and various software packages, which may include desktop publishing applications in the preparation of printed and graphic materials.
- Methods and techniques used in customer service, public relations, and program promotion and public relations.
- English usage, spelling, grammar, and punctuation.

Although not required, general knowledge of the following is beneficial: the symptoms, common behavior and social characteristics and other indicators of the disabilities affecting the population served; special needs of homeless populations; local state and regional resources and programs for the homeless, mentally ill, substance abusing populations, and those with other social service needs; availability of community systems and resources, including residential housing for the population served; and human development and behavior.

Ability to:

- Plan, organize, direct, coordinate, and evaluate significant programs, projects, events, or technical area.
- Oversee and participate in the development and administration of program goals, objectives and procedures.

- Research, negotiate, manage, and monitor contracts and agreements.
- Perform the full range of complex and difficult professional analytical, programmatic and administrative duties involving the use of independent judgment and personal initiative.
- Collect, evaluate and interpret varied information and data. Use data and best practice research to inform policy and program formation.
- Research, analyze, and formulate recommendations, work plans, and activities regarding planning, technical, and administrative issues.
- Analyze complex problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Develop recommendations for problematic areas and implement and monitor changes.
- Prepare clear and concise technical, administrative and financial reports.
- Prepare clear, accurate and concise tables, schedules, summaries and other materials in statistical and narrative form.
- Establish and maintain various data collection, record keeping, tracking, filing, and reporting systems.
- Understand the organization and operation of the City, assigned program, and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, codes, and regulations.
- Properly interpret, ensure compliance with, and make recommendations in accordance with laws, regulations and policies.
- Principles, practices, and trends used in public information and education programs.
- Identify and respond to community and organizational issues, concerns, and needs.
- Coordinate multiple projects and meet critical deadlines.
- Organize and prioritize timelines and project schedules in an effective and timely manner.
- Plan, schedule, and review the work and performance of volunteers and subordinates in a manner conducive to proficient performance and high morale may be required for some positions.
- Participate in the preparation and administration of budgets.
- Operate and use modern office equipment including a computer and various software packages.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with a wide range of individuals and build relationships with external partners.
- Respond and perform assigned duties in the event of a City-declared emergency.

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**Competencies:**

- Effective Communicator
- Team Builder
- Strategic Thinker
- Accountable
- Problem Solver and Decision Maker
- Planner and Organizer
- Technically Knowledgeable

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*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education and Experience Guidelines:**

**Education:**

A Bachelor's Degree from an accredited college or university with major course work in public administration, business administration, social work or a related field.

**Experience:**

Five years of responsible professional level administrative and management analysis experience in the development, delivery, monitoring or evaluation of community programs. At least two years working with the homeless is highly preferred.

**Licenses; Certificates; Special Requirements:**

A valid Class C California driver's license is required.

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*The conditions herein 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 job functions.*

**Physical and Environmental Conditions:**

**Physical:** Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment. Sufficient physical ability to work outside in developed and undeveloped areas. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

**Environment:** Standard office setting with some exposure to outdoor conditions, slippery/uneven surfaces, and possible exposure to animals and insects. Work may include travel from site to site; exposure to inclement weather, including heat, wet, and humid conditions. Will interact with officials and the public, including homeless and others requiring social services.

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*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties*

*performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.*

Date Adopted: 12/18/18