



City of Phoenix

Homeless Solutions Director (NC)

Job Code:	07950	Job Function:	Human Services
Salary Plan:	018	Grade:	922
FLSA:	Exempt	Labor Assign:	Non-Represented Groups
Benefit Cat:	010	EEO-4:	Officials and Administrators
SOC:	11-1011.00	Last Revision:	March 2024

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason this classification exists is to plan and direct the activities of the City's Office of Homeless Solutions that provides support for people experiencing homelessness and ending homelessness through a comprehensive, regional approach to shelter and heat relief, outreach, supportive and behavioral health services, homelessness prevention, and supportive housing.

SUPERVISION RECEIVED/GIVEN:

The Homeless Solutions Director has considerable independence for carrying out policy decisions and the Office goals under general supervision of a Deputy City Manager. Work is subject to evaluation based on results obtained.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Directs, plans, organizes, and leads the daily operations of the Homeless Solutions Office; develops, analyzes, and institutes all programs, systems, and outreach activities to ensure effective budget development, community support and advocacy, and information delivery and support; builds strong relationships between the office and the surrounding communities.
- Establishes goals and objectives and researches trends that may impact homeless and outreach program effectiveness and funding; directs and supports multiple external and internal audits and addresses findings to improve the services and processes.
- Directs the planning, implementation, and evaluation of policies and programs.
- Works closely with elected leadership and top management in setting and carrying out the City's vision, mission and objectives for the Office.
- Identifies problems and formulates appropriate solutions.
- Provides leadership and works with subordinate managers to develop and retain highly competent, service-oriented staff.
- Supervises subordinate staff.
- Communicates with other public and private entities, elected officials, agency representatives, business, community and/or environmental groups, as well as a myriad of stakeholders regarding policies and requirements.



City of Phoenix

- Develops the Office's annual budget, and monitors revenue and expenditure transactions.
- Represents programs' area at meetings, hearings, trials, conferences, and seminars or on boards, panels, and committees
- Administers, negotiates, and evaluates contracts.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Working with the population served
- Community programs and organizations
- Advocacy and homeless support
- Sociology, psychology, economics, and education
- Local, state, and federal laws, ordinances and requirements affecting homeless systems and programs
- Underlying social and economic problems
- Principles and practices of supervision and personnel administration

Ability to:

- Analyze viewpoints and incorporate into planning activities and programs
- Perform a broad range of supervisory responsibilities over others
- Develop and implement effective budget and funding resources
- Interpret and explain homeless systems and programs
- Ability to use data (data analysis and interpretation) and best practices to create and achieve measurable goals
- Produce documents written in the English language using proper sentence structure, punctuation, grammar, and spelling
- Communicate orally in the English language with customers, clients, and the public using a telephone, and in a face-to-face, one-to-one settings
- Collaborate and work cooperatively with other employees, clients, agencies, and the public to reach a common goal

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

ACCEPTABLE EXPERIENCE AND TRAINING:

Six years of responsible managerial experience directing community organization, program planning and development, and social service activities, and a bachelor's degree in social



City of Phoenix

services, education, public or business administration or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.