

## BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION		BAND	GRADE	SUBGRADE	FLSA STATUS
Program Manager		C	4	4	Exempt
POSITION TITLE:		Coordinated Homeless Response Office Manager		POSITION#:	
<input checked="" type="checkbox"/> New	<input type="checkbox"/> Revised	Date:	1/3/2025		
SERVICE TYPE:			AFSCME		
Employee Name:		Department:	Health Department	Supervisor:	Health Department Director
FTE:	1.0	Employment Status:	Regular Full Time		

### Position Summary:

The Coordinated Homeless Response Office Manager leads the development, coordination, and management of a county-wide homelessness response system. This position provides oversight of all Coordinated Office programming, including but not limited to the Flexible Housing Subsidy Pool (FHSP). The role ensures system-wide alignment with strategic goals through effective program operations, interagency coordination, resource allocation, compliance, and continuous improvement efforts. The incumbent is responsible for strategic planning, public policy, interagency collaboration, and program administration.

### Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	<b>MFA: Program Management</b> <b>Essential Duties:</b> <b>Program Oversight:</b> <ul style="list-style-type: none"> <li>Provide leadership and oversight for all Coordinated Office programming, including the FHSP, ensuring the effective provision of services.</li> <li>Develop and implement program plans to meet system goals and community needs.</li> <li>Direct all activities, including strategic planning, contract administration, budgeting, and regulatory compliance.</li> <li>Utilize project management tools to track, visualize, and improve programming and operational outcomes.</li> <li>Collaborate to address and resolve issues related to shelter, transitional housing, and permanent supportive housing sites.</li> <li>Foster a transparent and inclusive process for updating and implementing plans.</li> </ul> <b>System Coordination and Improvement:</b> <ul style="list-style-type: none"> <li>Lead efforts to strengthen system-wide efficiency and collaboration across service providers, government agencies, and community organizations.</li> <li>Identify gaps in services and develop strategies to improve system integration and service delivery.</li> <li>Implement tools, policies, and practices to enhance accountability and streamline operations.</li> </ul>	30%
	<b>MFA: Operations Management</b> <b>Essential Duties:</b> <ul style="list-style-type: none"> <li>Lead and supervise a diverse team of program staff, ensuring alignment with office goals and program objectives.</li> <li>Promote a culture of accountability, collaboration, and belonging within the team.</li> </ul>	20%

	<ul style="list-style-type: none"> <li>Manage and oversee the administrative staff. Includes prioritizing and assigning work; conducting performance evaluations and goal setting; coaching; staff training; ensuring that employees follow policies and procedures; and making or effectively contributing to hiring, termination, and disciplinary decisions.</li> </ul>	
2	<b>MFA: Policy Development and Implementation</b> <b>Essential Duties:</b> <ul style="list-style-type: none"> <li>Develop and oversee policies and procedures to support effective service delivery across all programs, including the FHSP.</li> <li>Align office operations with local, state, and federal homelessness response strategies.</li> <li>Embed strategies to address systemic challenges.</li> </ul>	30%
3	<b>MFA: Collaboration and Community Engagement</b> <b>Essential Duties:</b> <ul style="list-style-type: none"> <li>Collaborate with leadership and communication staff to develop strategies that keep partners informed and engaged.</li> <li>Serve as the primary liaison for county, city, and provider partnerships to align strategies with homelessness response goals.</li> <li>Facilitate engagement with interested parties to ensure transparency in decision-making.</li> <li>Provide detailed reports and data analysis to communicate program progress to interested parties.</li> <li>Lead strategic initiatives and special projects to address emerging priorities or challenges.</li> </ul>	20%
<b>Percentages should total 100%</b>		<b>100%</b>

Special Requirements:

Bachelor's degree in public administration, social services, planning, development, or a related field (or equivalent experience).

Five (5) years of progressively responsible experience in homelessness services, human services, planning, development, or related fields, including two (2) years in a supervisory capacity.

Strong, effective facilitation and communication skills.

Knowledge of homeless and housing models, solutions or other social service or health services.

Demonstrated experience in building trusting relationships with community partners.

Physical Requirements:

Physical Demands:

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; talk; or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The employee may work any hours as urgent and emergent work demands, nights and weekends. The noise level in the work environment is quiet to moderate. **Check the following that applies to this position:** The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☐ work with toxic substances and biohazards, and ☒ exposure to infectious illnesses.

**Emergency Preparedness:**

Benton County is committed to emergency preparedness planning and implementation and disaster recovery. In the case of a Health Department, County, State or Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under emergency situations, this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

**NOTE:** The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Immediate Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_