

EXHIBIT “A”

City of Redondo Beach Approved: xx/xx/xxxx
Class Specification Resolution CC-xxxx-xxx
Initial Salary Range \$4,992.00 - \$6,076.00 Monthly

HOMELESS HOUSING NAVIGATOR

DEFINITION

Under general direction of the City Attorney, support the Enhanced Response to Homelessness Program and provide case management and supportive services to people experiencing homelessness in Redondo Beach with the goal of securing housing.

DUTIES, RESPONSIBILITIES AND EXPECTATIONS

- Engage people experiencing homelessness in Redondo Beach to identify needs and introduce them to available services.
- Ensure individuals in Redondo Beach have the resources and documentation needed to secure and pursue permanent housing.
- Complete comprehensive standardized assessment.
- Develop and implement housing and supportive service plan for clients.
- Oversight for Coordinated Entry System functions including data collection, reporting, and program regulations.
- Oversee referrals to partner agencies, service providers, and community-based supportive services as appropriate including: rental and eviction prevention assistance, security deposit assistance, and interim shelter referrals.
- Provide client services including transportation assistance, bridge housing support, childcare assistance, interim shelter, transitional housing, food assistance, and other services as needed.
- Track financial assistance benefits through HMIS and input information into HMIS as required.
- Ensure case files are accurate and up to date.
- Attend staff meetings, case conferences, trainings, and workshops as required.
- Represent the City of Redondo Beach at homeless services collaborative meetings.
- Oversee community engagement strategies.
- Participate in Housing Initiative/Homeless Court with identified misdemeanor defendants experiencing homelessness.
- Coordinate the response and follow-up for public complaints, inquiries, requests and suggestions. Respond to complaints in a timely and effective manner.
- Disseminate accurate information regarding homelessness and homeless programs to the public.

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- Oversee non-profit organizations and homeless service providers contracted by the City to ensure the effective coordination of homeless services within the continuum of care, consistent with policies adopted by the City.
- Deliver outstanding internal and external customer service while solving problems and proactively creating sustainable solutions to issues
- Conduct duties, responsibilities, tasks and assignments with a constructive, cooperative, positive, professional attitude and demeanor
- Support the City's mission, goals, policies and objectives
- Support the City's corporate values of: openness and honesty; integrity and ethics; accountability; outstanding customer service; teamwork; excellence; and fiscal and environmental responsibility
- Perform other related duties as assigned.

CLASSIFICATION

The position is covered under the Fair Labor Standards Act and is a member of the classified service.

QUALIFICATIONS

Knowledge of:

Interim and permanent housing resources throughout Los Angeles County; social work practices and principles related to best practice standards; Coordinated Entry System; HMIS; HUD guidelines; City organization, operation, policies and objectives; principles and practices of administration, supervision skills; and appropriate office technologies such as personal computers for word-processing, data collection and analysis, telephone voice mail and copy machines.

Ability to:

Conduct outreach to develop relationship and build rapport with people experiencing homelessness in Redondo Beach; provide case management services and support; communicate effectively both verbally and in writing; maintain case files and other record keeping systems; reason logically and creatively; demonstrate initiative; read, speak write and understand the English language; adhere to applicable terms and conditions of employment including but not limited to safety and health regulations, labor agreements, City rules and regulations, policies and procedures; establish and maintain effective working relationships with others; and legally operate a motor vehicle in the State of California.

Education and Experience:

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High School Diploma, GED, or equivalent certification and two years of experience conducting street outreach or providing oversight to a social or human or social services program; or Three years of experience conducting street outreach or providing oversight to a social or human services program (Academic degrees in Social Work, Public Health, Public Administration, or a closely related field may be substituted for required experience on a year-for-year basis)

Possession of a valid California driver's license.

Qualified Military Veterans are given an additional five points to a passing score for both open-competitive and promotional recruitments.

The position requires meeting the physical employment standards for this position.