



CLASS SPECIFICATION

Class Code: 60018951
Date Established: 07/2021
Last Reviewed: 07/2022
Last Revised: 07/2022
Last Title Change:
FLSA: exempt
Probation: 12 months

HOMELESS SERVICES ANALYST

DEFINITION

Under general supervision, provides data analysis functions, coordinates programs and projects, and develops regional policy in support of community wide initiatives to reduce the number of people experiencing homelessness in Washoe County; performs other related duties as assigned.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in social work, criminal justice, psychology, public administration, business administration, or a closely related field AND two years full-time program or project management experience in a homeless services, human services, public health, or public sector field, to include experience in at least one of the following areas: facilitating large stakeholder meetings, budget development and monitoring, developing program policy, or data analysis; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at time of appointment.

SUPERVISION EXERCISED

May exercise direct or functional supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Coordinate and organize services and activities within homeless services; research current practices and other criteria to create new systems or to revise established systems and procedures; provide recommendations for organizational or procedural changes affecting business units, work methods, techniques, systems, and equipment; develop and implement regional policies and procedures.

Analyze data and assist in identifying opportunities to better utilize technology to implement program efficiencies, improve data quality and increase data aggregation across community service providers.

Monitor HUD CoC (Continuum of Care) grant recipients to ensure compliance with federal regulations, assess program performance and provide technical assistance on program improvement.

Provide technical assistance to County staff regarding service standards, best practice models, data quality, and program performance; provide trainings to community service providers on standard screening tools, referral processes utilization of the Coordinated Entry system.

Responsible for preparing program budget(s), developing goals and objectives, providing performance indicators, providing timelines, and researching policies and relative historical data; negotiate contracts, including inter-local agreements, for organizational wide homeless services programs and projects.

Identify program necessities through elected official concerns, community needs, regional trends, and best practices if they exist; continuously research and work on emerging issues regarding homeless services to find and implement solutions; act as a liaison to County departments and partnering agencies.

Lead or participate in a variety of projects and assignments; coordinate activities of involved staff, collect and analyze information to identify alternative solutions or provide recommendations for change; collaborate with involved team members to achieve project goals; assess and address operational impacts, workflow and training issues of a project.

Coordinate and facilitate workshops/meetings with staff and/or community service providers on strategic planning, process improvement, and performance measurement; make presentations to boards, committees, and other groups.

Create, implement, and maintain written operating policies and procedures.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

County operations, policies, and procedures; specific operations of assigned area(s).

Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Methods and practices for developing and presenting homeless services program information.

Ability to:

Select, supervise and evaluate the performance of assigned staff when appropriate.

Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.

Manage very large projects independently.

Effectively represent the programs, operations, and functions in assigned area to the public, County staff, and other government agencies.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Local community issues and regional community resources available to citizens; recent and on-going developments, current literature, and sources of information related to homelessness.

Principles and practices of contract administration and evaluation; and public agency budget development and administration, and sound financial management policies and procedures

Techniques for effectively representing the County in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Project planning and development methods and techniques.

Methods and techniques of statistical and administrative data collection, analysis, and report preparation.

Ability to:

Assist in the development of goals, objectives, policies, procedures, and work standards for homeless services.

Coordinate and oversee programmatic administrative, budgeting, and/or fiscal reporting activities.

Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations

Analyze information/situations, project consequences of proposed actions, formulate alternative solutions and provide appropriate recommendations.

Prepare technical presentations for diverse audiences.

Communicate in a clear, concise manner, both orally and in writing.

Plan and organize work to meet schedules and timelines.

Establish, foster, and maintain effective and collaborative working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment. Ability to use office equipment including computers, telephones, calculators, copiers, and fax machines. Ability to lift and carry up to 40 lbs. Work is usually performed in an office environment; but may also require travel to homeless shelters; may encounter potentially hostile or combative situations.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.