



City of Irving Job Description

Social Services Coordinator

FLSA Status:	EXEMPT	Job Department:	Planning & Community Development (Community Development Division)
Job Code:	23101	Reports To (Job Title):	Community Development Manager

PURPOSE

To provide direct oversight and supervision of Social Services programs, including program implementation and deployment, through direction of grant-funded non-profit agency programs and coordination of in-house homelessness programs. Manage all social services reimbursement, allocation, direct financial assistance, and performance measurement processes. This position is the main coordination source for the division's responses to homelessness.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Provide direct supervision of the Housing Advocate position, including review of work product, assignment of duties, hiring, counseling, evaluation, and discipline.
- As a member of the division's leadership team, ensure effective and efficient utilization of federal funds in the areas of homelessness and in public services (contracts with non-profit agencies for the provision of programming to assist low income persons). This includes interpretation of local, state, and federal regulations; developing and evaluating contracts; making recommendations for budget development, in relation to overall division budget allocations; measuring and reporting performance; and monitoring sub-recipient agencies for compliance in accordance with the U.S. Department of Housing and Urban Development (HUD) guidelines and regulations.
- Coordinate agency grant processes including developing timelines, applications, application evaluation tools, notices to interested parties, and other required documentation; working with the Housing and Human Services Board for agency interviews and allocation approval; providing technical assistance to applicants and funded agency personnel; developing contract exhibits; navigating legal and regulatory requirements; and, ensuring timely execution of annual grants through coordination with outside counsel and City Secretary's and City Attorney's offices.
- Ensure all grant-awarded contracts are reported appropriately into the Federal Funding Accountability and Transparency Act (FFATA) system to ensure HUD compliance.
- Perform monthly desk monitoring of funded agency activities including review and approval of monthly performance and reimbursement request documentation, per HUD guidelines and regulations.
- Administer the Emergency Solutions (ESG) program, which includes making recommendations for the development of the ESG in-house budget; review of Housing Advocate's work product and files; approval of client assistance; monitoring of timely rent payment processes; evaluation of data entered into the Homelessness Management and Information System; and compilation of information for annual and monthly reporting to HUD, city management, departmental leadership, and the Housing and Human Services Board.

- Oversee the city's Continuum of Care Grant funds; prepare and submit annual grant application to Metro Dallas Homeless Alliance, utilizing the Electronic Streamlined Non-Competing Award Process (eSNAP); prepare and submit year end reports; Ensure all rental payments associated with Continuum of Care program participants are paid on a timely basis; Supervise Continuum of Care's sponsor partnering agency to ensure compliance with HUD guidelines and regulations.
- Participate in the Dallas Area/Irving Continuum of Care regional efforts to end homelessness and take a leadership in the local Irving Community Action Network.
- Provide training opportunities to Housing Advocate and to funded, non-profit agencies to ensure implementation of best practices and compliance with competing and different federal regulations; conduct training classes, where appropriate.
- Maintain quarterly performance data for granted non-profit agencies in the Federal Integrated Disbursement Information System (IDIS) to ensure HUD compliance.
- Provide input in the development of the annual Action Plan, Consolidated Annual Performance Report, and Consolidated Plan processes.
- Coordinate the annual Point in Time Homeless Count; Ensure organization of meetings, supply preparation, survey distribution, volunteer solicitation and training, coordination with Metro Dallas Homeless Alliance processes, and overall event success.
- Make substantive recommendations toward the creation of goals, initiatives, strategies, and objectives as well as for changes to policies and procedures related to social service programs.

OTHER DUTIES AND RESPONSIBILITIES

- Establish and maintain effective communication with other agencies, city departments, and the community at large to encourage collaboration and coordination of community and regional social services provision.
- Guide local community outreach efforts and coordinate with local/regional planning entities such as the Dallas Area/Irving Continuum of Care, non-profit agencies, faith-based organizations, and other relevant organizations.
- Develop and ensure effective utilization of client screening and intake processes.
- Serve as the division's IT liaison; monitor and update the division's webpage.
- Supervise student interns when appropriate.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 1 employee.

FINANCIAL / BUDGETARY RESPONSIBILITY

This position is responsible for developing, managing, and monitoring the CDBG Public Services budget (\$200,000-\$300,000 annually), ESG homeless budget (\$125,000-\$190,000 annually), and Continuum of Care grant (\$110,000-\$120,000 annually).

The above includes making budgetary recommendations, monthly budget-to-actual monitoring, on-site financial monitoring, reimbursement request processing, and payment processing.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Bachelor Degree in Public Administration, Business Administration, Social Services, or related field.
- A Master's Degree in an associated field would be *beneficial*.

EXPERIENCE

- At least three (3) years of increasingly responsible related experience in grant administration, social service delivery system, HUD reporting, financial and project management.

CERTIFICATES, LICENSES, REGISTRATIONS

- None

KNOWLEDGE OF

- Social Service delivery system and unique characteristics of non-profit organization, including financial, governance, fundraising, and program development.
- State and Federal regulations (HOME, CDBG, ESG) reporting requirements and eligible activities.
- Project development process (Planning, implementation, and closeout)
- Community planning process with local and area non-profits (Continuum of Care and ICAN).
- Benchmarking and performance measurement skills
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office suite.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as iPortal timekeeping, and HUD reporting systems, including: Federal Integrated Disbursement Information System (IDIS), ESNAPS, FFATA, HMIS and various other federal reporting tools.

SKILLS AND ABILITIES IN

- Technical Guidance: Providing technical assistance to citizens, agencies, management, and the HHS board.
- Written and Orally Expression: Effectively communicating information and ideas in writing, as well as through speech, so others will understand. This includes communicating with a wide variety of people, often with diverse views and opinions.
- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Research: Gathering and reviewing multiple sources of information for data evaluation, as well as, analysis.
- Report Generation with Quantitative Ability: Providing effective spreadsheets, graphical representations and reports.
- Process Improvement: Mapping, analyzing, and evaluating recurring aspects of operations and programs and proposing alternatives that improve their quality, cost, or timeliness.

- Dispute Resolution & Cooperation: Negotiating effectively, diplomatically, and tactfully to identify/propose/advocate compromises to resolve conflict Recognizing political realities and issues without becoming involved in the political environment.
- Applied Policy & Program Knowledge: Interpreting and explaining federal regulations, polices & procedures, and applying them to specific situations.
- Effective Supervision / Training: Providing training and professional development opportunities to staff member with varied backgrounds and skills.
- Effective Self-Management: Working independently and without supervision while performing with high degrees of proficiency.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Time Management: Managing time wisely to complete assignments on time.

GUIDANCE RECEIVED

General Standards

A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

CONTACTS

Daily contacts with the public and/or other local and area organizations as well as various city department. Interaction may require obtaining cooperation of people, courtesy and tact are requires when dealing with moderately difficult or sensitive issues. In some instances, persuasion and negotiations is required.

EQUIPMENT AND PROPERTY

This position utilizes a computer, phone, Xerox machine, as well as, a vehicle.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is regularly required to listen, see, site and/or talk. Frequently, s/he is required to walk, stand, and/or drive a vehicle.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The work environment is a general office setting in which the noise level is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.