DATE	April 5, 2023
TIME	12:00 pm
LOCATION	CAPK Administrative Office 5005 Business Park North Bakersfield, CA 93309

Personnel Committee Agenda

1. **Call to Order**

2. **Roll Call**

Maritza Jimenez (Chair)	Jonathan Mullings
Nila Hogan	Guadalupe Perez

3. **Public Forum**

The public may address the Committee on items not on the agenda but under the jurisdiction of the Committee. Speakers are limited to 3 minutes. If more than one person wishes to address the same topic, the total group time for the topic will be 10 minutes. Please state your name before making your presentation.

4. **New Business**

a.	Head Start Personnel Update – ***Info Item (Verbal Report)***	Jerry Meade, Assistant Director of Head Start, Program
b.	Reclassification of Food Bank Positions and Update of the Organizational Chart – ***Action Item (p. 2-11)***	Susana Magana, Director of Health and Nutrition
c.	Updated Job Descriptions for Housing & Supportive Services - ***Action Item (p. 12-23)***	Rebecca Moreno, Director of Housing & Supportive Services

5. **Committee Member Comments**

6. **Next Scheduled Meeting**

Personnel Committee
12:00 pm
May 10, 2023
5005 Business Park North
Bakersfield, CA 93309

7. **Adjournment**

This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 5005 Business Park North, Bakersfield, CA and online at www.capk.org by 12:00 pm, March 31, 2023. Paula Daoutis, Administrative Coordinator.

MEMORANDUM

To: Personnel Committee

From: Susana Magana, Director of Health and Nutrition

Date: April 5, 2023

Subject: *Agenda Item 4(b)*: Reclassification of Food Bank Positions and Update of Organizational Chart – **Action Item**

The Food Bank management team is requesting approval to reclassify two clerk positions and process title changes for the positions within the Food Bank. In March 2023, the Food Bank management team conducted an exhaustive review of the Food Bank's current needs and the upcoming needs due to the Food Bank expansion.

Summary of Changes
The proposed organizational chart update is to reclassify two of the three clerk positions and to process a title name change for the Agency Relations Coordinator to Agency Relations Supervisor and the Lead Administrative Clerk to Administrative Technician.

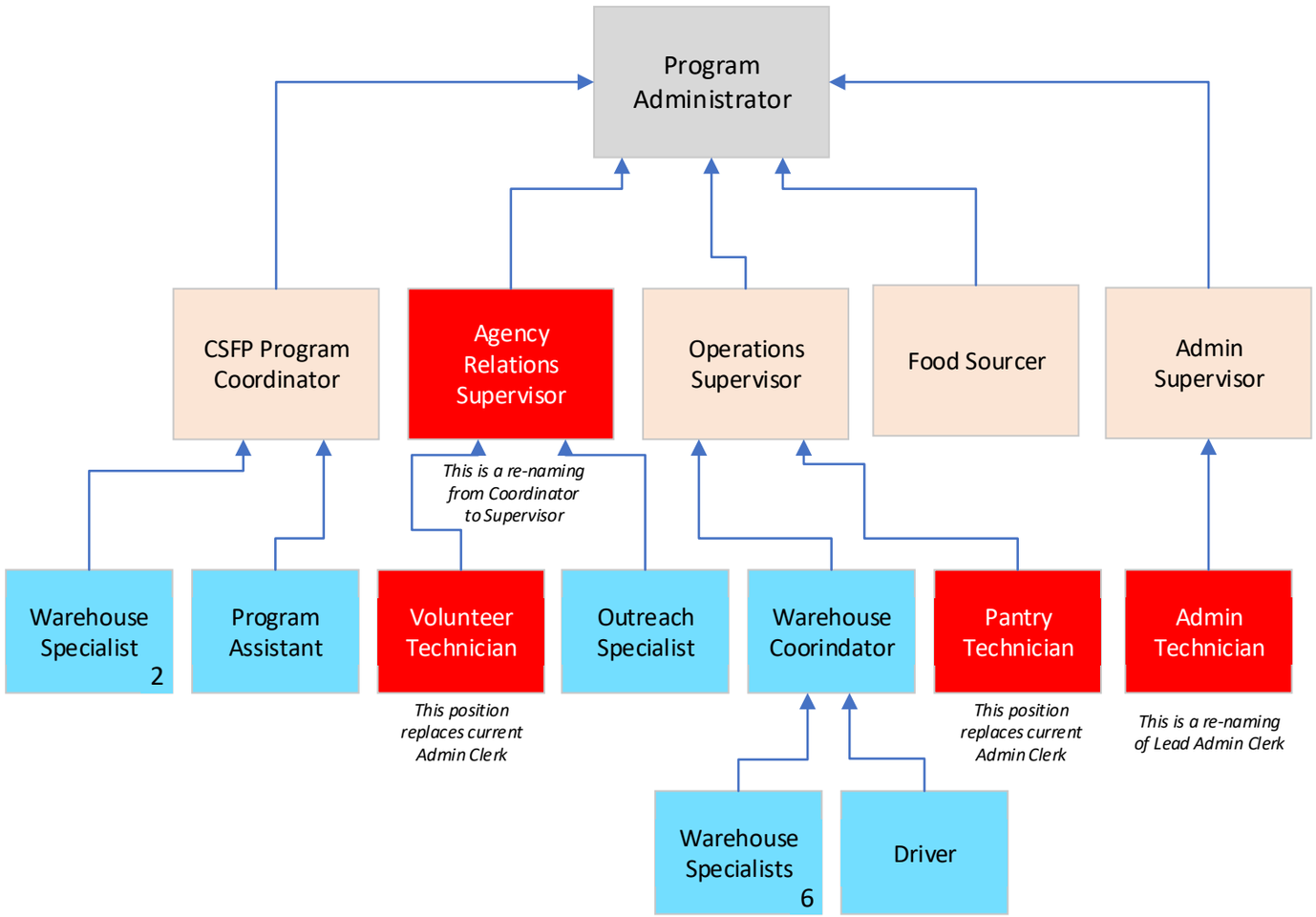
Human Resources (HR) has reviewed, graded, and reclassified two job descriptions and are being presented for approval. HR staff determined that the new Food Bank Volunteer Technician position and the new Food Bank Pantry Technician position will be a grade 5.

Fiscal Impact and Timeframe
Although, these re-classifications change the grade from a 1 to a 5, there will be no impact to the budget because the current staff in the clerk positions already fall within the new grade schedule. For the two title name changes, job description and salary range are not changed currently; it simply standardizes title names across the program. These positions are supported by the current Fiscal Year (FY) 2022-2023 CAPK Food Bank budget allocation and are sustainable.

The reclassification of these two job descriptions coincides with the CAPK Strategic Goal #4 to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results. This is an ongoing project to review and revise all job descriptions of the CAPK Food Bank to help curb the high turnover rate and best support Food Bank program needs.

Recommendation:
Staff recommend approval of the reclassified Food Bank Volunteer Technician and Food Bank Pantry Technician, title changes to the new positions listed above, and updated Food Bank organizational chart.

Attachments:
Food Bank Organizational Chart
Food Bank Volunteer Technician Job Description
Food Bank Pantry Technician Job Description



Proposed 03.23

Food Bank Volunteer Technician

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 5 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Food Bank Agency Relations Coordinator, the Volunteer Technician is responsible for sourcing and recruiting volunteers, internal and external clients, and community members. The Volunteer Technician will oversee the Food Bank's volunteer program, data collection of availabilities and skills, and record volunteer hours served. This position will also work with food distribution site Technicians and volunteers.

SUPERVISION RECEIVED:
Receives supervision from the Food Bank Agency Relations Coordinator.

SUPERVISION EXERCISED:
Volunteers

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job-Specific Duties:

- Under the direction of the Food Bank Agency Relations Coordinator and Food Bank Program Administrator, develops and implements the Volunteer Program for the Food Bank.
- Recruits and manages volunteers for routine and special events.
- Responsible for identifying partners and establishing agreements, formalizing partnerships, and sources of volunteers.
- Develop a policy and procedure manual for use by volunteers.
- Provides orientation and training to volunteers on a regular basis.
- In collaboration with the program Technicians, the Volunteer Technician assigns volunteers to various program Technicians and ensures productivity.
- Acts as the liaison between the Food Bank and the organizations referring volunteers to the Food Bank.
- Responsible for keeping detailed records of volunteer information, assignments, and hours of service.
- Prepares clear and concise reports pertaining to volunteers, as required.
- Works with Food Bank and CAPK staff to automate the recruitment of volunteers, e.g., creating a calendar of activities on the CAPK Food Bank website.
- Disseminates information for upcoming needs and events.
- Manage the Food Bank engagement with the CAPK volunteer management platform.
- Perform related duties at Food Bank locations as assigned.

B. Other Job-Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Must be able to work alternative schedules such as nights, weekends, and non-traditional hours.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- CAPK and Food Bank policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Food safety and sanitation.
- Data collection and reporting.
- Organizational practices.

Ability to:

- Communicate effectively, verbally, and in writing.
- Demonstrate good interpersonal skills.
- Display close mental and visual attention to detail.
- Work with frequent interruptions.
- Work well under pressure.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and volunteers.
- Effectively communicate with people of diverse socio-economic and educational backgrounds.
- Manage time effectively.
- Effectively organize and prioritize assigned work.
- Multi-task in a hectic environment.
- Work independently and in a team environment.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum required knowledge and ability necessary to perform the duties of the position.

- One (1) year of supervision in a volunteer or operations program.
- Experience in volunteering.
- Experience recruiting through various channels.
- One (1) year of experience in customer service
- Experience in proper food storage, handling, and inventory practices

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations

WORK ENVIRONMENT:

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

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL 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 the job. Reasonable accommodation may be provided to enable employees with disabilities to perform essential duties.

POSITION TITLE: Food Bank Volunteer Technician			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**

0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

Food Bank Pantry Technician

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 5 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Food Bank Operations Supervisor, the Pantry Technician is responsible for the full circle process of the Pantry Program beginning with receiving donations, processing, and listing items online, and receiving and filling online orders. The Pantry Technician will work with a team of volunteers to accomplish these and other any other tasks related to the Pantry Program.

SUPERVISION RECEIVED:
Receives supervision from the Food Bank Operations Supervisor.

SUPERVISION EXERCISED:
Volunteers

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job-Specific Duties:

- Organize and manage the pantry processing area in an efficient way to accomplish receiving donations, processing, and fulfilling online orders.
- Responsible for the process of sorting and weighing donated items and then storing them appropriately for subsequent order fulfillment.
- Responsible for quality control of the donated items to ensure their viability and suitability for donation and consumption.
- Update the inventory control system (Primarius) with items and weights. It is the responsibility of the Pantry Technician to ensure on-hand inventory is accurately reflected in Primarius.
- Receive online orders and be responsible for order fulfillment before the order pick-up appointment time.
- Responsible for creating and managing a daily schedule of order pick-ups.
- Responsible for checking in and working with Agency Partners during pick-up appointments.
- Responsible for the movement of pantry-related items in and around the warehouse by utilization of equipment including forklifts, and pallet jacks.
- Accomplish other tasks or duties as assigned by the Operations Supervisor or Program Administrator.

B. Other Job-Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.

- Must be able to work alternative schedules such as nights, weekends, and non-traditional hours.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- CAPK and Food Bank policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Food safety and sanitation.
- Data collection and reporting.
- Organizational practices.

Ability to:

- Communicate effectively, verbally, and in writing.
- Demonstrate good interpersonal skills.
- Display close mental and visual attention to detail.
- Work with frequent interruptions.
- Work well under pressure.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and volunteers.
- Effectively communicate with people of diverse socio-economic and educational backgrounds.
- Manage time effectively.
- Effectively organize and prioritize assigned work.
- Multi-task in a hectic environment.
- Work independently and in a team environment.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum required knowledge and ability necessary to perform the duties of the position.

- One (1) year of supervision in a volunteer or operations program
- Experience with inventory control platforms
- Experience with Microsoft platforms (Word, Excel, etc.)
- Experience in volunteering
- One (1) year of experience in customer service
- Experience in proper food storage, handling, and inventory practices.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Successful completion of live scan fingerprinting, physical, substance abuse screening,

TB, and all required vaccinations

WORK ENVIRONMENT:

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

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL 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 the job. Reasonable accommodation may be made to enable employees with disabilities to perform essential duties.

POSITION TITLE: Food Bank Pantry Technician			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs			x			x
26-50 lbs			x			x
51-75 lbs	x			x		

76-100 lbs	x			x		
100+ lbs	x			x		

MEMORANDUM

To: Personnel Committee

From: Rebecca Moreno, Director of Housing & Supportive Services

Date: April 5, 2023

Subject: *Agenda Item 4(c)*: Updated Job Descriptions for Housing & Supportive Services - **Action Item**

The M Street Navigation Center is requesting approval of the updated job description to the Housing Services Program Specialist and the reinstatement of the former CES Supervisor job description for the CES program.

Summary of Changes

After operating the low barrier navigation center for over two years, and with the addition of the Safe Camping/Parking projects, the Housing & Supportive Services leadership team have identified the need to include additional responsibilities and requirements to the Homeless Services Program Specialist. The updated job description was approved by Human Resources and was pointed at a grade 7 (previously a grade 6) in the CAPK compensation schedule and was retitled to Housing Services Program Specialist.

Fiscal Impact and Timeframe

The M Street leadership team has been working with Human Resources, Finance, and the County's CAO's office to promote staff retention and ensure that the great work the M Street Navigation staff have done continues. A proposed personnel budget with the reclassifications will be sent to the CAO's Office for discussion and approval. The proposed changes would increase the annual staffing budget of $1,098,925 to $1,196,659, which includes an annual merit increase of 3% and the projected COLA increase of 5.6%, for a total increase of $97,734.00. The re-establishment of the CES Supervisor does not have a financial impact on the CES personnel budget.

M Street Personnel Budget in Review

FY 2021-2022	Grade Scale	Pay Range
Program Manager	10	$25.81-$44.51
Operations Supervisor	8	$19.52-$29.26
Services Supervisor	8	$19.52-$29.26
Program Coordinator	6	$16.76-$22.68
Volunteer Coordinator	6	$16.76-$22.68
Program Specialist	6	$16.76-$22.68

Place Holder

Housing & Supportive Services Division

Organization Chart

Homeless Navigator	4	$14.50-$19.64
Homeless Navigator	4	$14.50-$19.64
Homeless Navigator	4	$14.50-$19.64
Homeless Navigator	4	$14.50-$19.64
Homeless Navigator	4	$14.50-$19.64
Homeless Food Prep Lead	2	$14.00-$16.98
Homeless Food Prep Assistant	2	$14.00-$16.98
Shelter Worker	2	$14.00-$16.98
Shelter Worker	2	$14.00-$16.98
Custodian	1	$14.00-$15.79
Custodian	1	$14.00-$15.79
Total Staff: 17 FTE		

FY 2022-2023	**Grade Scale**	**Pay Range**
Program Administrator	12	$34.90-$52.34
Operations Manager	10	$26.40-$39.58
Services Supervisor	9	$22.93-$34.43
Program Coordinator	6	$17.14-$23.20
Volunteer Coordinator	6	$17.14-$23.21
Program Specialist	7	$18.43-$24.94
Homeless Navigator	6	$17.14-$23.21
Homeless Navigator	6	$17.14-$23.22
Homeless Navigator	6	$17.14-$23.23
Homeless Navigator	6	$17.14-$23.24
Homeless Navigator	6	$17.14-$23.25
Food Prep Coordinator	6	$17.14-$23.26
Homeless Food Prep Lead	3	$15.50-$18.69
Shelter Worker	4	$15.50-$20.09
Shelter Worker	4	$15.50-$20.10
Shelter Worker	4	$15.50-$20.11
Driver	1	$15.50-$16.15
Custodian	1	$15.50-$16.15
Total Staff: 18 FTE *2.28% COLA*		

FY 2023-2024	**Grade Scale**	**Pay Range** **Pay range does not yet reflect new COLA*
Program Administrator	12	$34.90-$52.34
Operations Manager	10	$26.40-$39.58
Services Supervisor	9	$22.93-$34.43
Program Coordinator	7	$18.43-$24.94

Volunteer Coordinator	7	$18.43-$24.94
Program Specialist	7	$18.43-$24.94
Homeless Navigator	6	$17.14-$23.21
Homeless Navigator	6	$17.14-$23.22
Homeless Navigator	6	$17.14-$23.23
Homeless Navigator	6	$17.14-$23.24
Homeless Navigator	6	$17.14-$23.25
Food Prep Coordinator	6	$17.14-$23.26
Homeless Food Prep Lead	3	$15.50-$18.69
Shelter Worker	4	$15.50-$20.09
Shelter Worker	4	$15.50-$20.10
Shelter Worker	4	$15.50-$20.11
Driver	2	$15.50-$16.15
Custodian	2	$15.50-$17.37
Total Staff: 18 FTE *5.6% COLA*		

KEY
Shows title change
Shows pay grade change
Projected grade pending approval.

This agreement aligns with CAPK's enduring mission to address critical needs in the community, and Strategic Goal #4 to increase employee engagement, morale, and retention.

Recommendation:
Staff recommends that the Personnel Committee approve the Housing Services Program Specialist job description and the reinstatement of the CES Supervisor.

Attachments:
Housing & Supportive Services Organizational Chart
Housing Program Specialist Job Description
CES Supervisor Job Description

Housing Services Program Specialist

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 7 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Program Supervisor and in coordination with the Housing Navigators the Housing Services Program Specialist will develop and maintain relationships with agencies and community groups who provide community, health, and housing services in Kern County. Assists in the maintenance and training of the Housing Navigators in HMIS, CRM, and other online databases. Support the Housing Navigator in providing advocacy, assist with connection to benefits, and housing. The primary goal is to work with individuals experiencing homelessness to obtain housing readiness documentation and enter data into the homeless management information system. Administer assessment tools, facilitate referrals and resources, and connect clients to social service resources. The Housing Services Program Specialist will work as part of a larger team within the Bakersfield Kern Regional Homeless Collaborative (BKRHC).

SUPERVISION RECEIVED:
Program Supervisor

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Conduct appropriate assessments (QRT and VI-SPDAT), enter clients in the Coordinated Entry System (CES) and input client's data into the Homeless Management Information System (HMIS) database for all clients receiving homeless services.
- Maintain communication with CES staff, homeless service providers, and related resources about status and client progress.
- Enter data into the HMIS system for shelter and housing placement, including case management and follow-up to complete client profile.
- Work closely with Housing Navigator to minimize errors and duplicate entries.
- Assist in data collection and reporting.
- Work directly with homeless service providers and designated community service providers.
- Assist with and participate in weekly conference calls with homeless services providers and the CES.
- Assist with and participate in monthly By Name List (BNL) case conferencing calls for the Built for Zero working group.
- Complete intake, exit, and stay interviews with clients.

- Maintain case management documentation and forms, including to ensure that all standards, regulations, and best practices are followed per policy and procedures.
- Coordinates and provides training to new and existing Housing Navigators.
- Assists with preparation of reports, and participation in the design of new systems.
- Provides necessary information, problem assessment, referral, and follow up appropriate to client's and provider's needs.
- Contacts resources, including providers, to facilitate service delivery.
- Utilizes professionalism in working with community resources, providers, and others.
- Represents the Homeless Services Division through public presentations in the community and committee participation, which may include evenings and weekends.
- Comply with the policies and procedures under the BKRHC/CoC, HUD, and all other related guidelines for the CES program.
- Ensure program follow-up is completed in a timely manner.

Other Job Specific Duties:

- Assist and participate in BKRHC meetings and trainings.
- Prepares, conducts, and attends all meetings, trainings, and conferences as assigned.
- Other duties and special projects as assigned.
- Must be able to work alternative schedules such as nights, weekends, and holidays.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations,
- Departmental policies and procedures.
- Windows based computer applications, including Excel, PowerPoint, Word, and Outlook.
- Current problems of the homeless and socially and economically challenged individuals.

Ability to:

- Multitask in a high stress environment, with focused attention to the client's needs.
- Analyze problems and identify alternative solutions.
- Utilize correct grammar and spelling.
- Plan and implement developmentally appropriate routines and activities.
- Plan, organize, and allocate resources.
- Work independently.
- Work with accuracy and attention to detail.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance, interpret, and explain policies and procedures.
- Speak at public engagements on issues related to homelessness.
- Maintain professional relationships with diverse groups and community representatives.
- Work with diverse populations whose circumstances may include mental illness, drug addiction, health issues, and other socioeconomic and environmental factors.
- Understand and apply written regulations and instructions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including multi-line phone system.
- Effectively organize and prioritize assigned work.
- Establish and maintain effective working relationships with other people.

- Communicate effectively, verbally and in writing.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associates degree in health and human services, social services, database programing, or related field.
- Up to one (1) year of experience working with the homeless or other social service-related field.
- Knowledge of Kern County health and social services preferred.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

OTHER REQUIREMENTS:

- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations
- Possession of a valid California's driver's license and state approved insurance with an acceptable driving record, substantiated by a DMV printout.
- Fully fluent in English and Spanish desirable.
- Must be able to obtain Agency wide certifications, to include but not limited to, CPR and NARCAN.

WORK ENVIRONMENT:

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

- Work is primarily performed indoor/outdoor.
- Noise level is moderate.
- Hazards are relevant to the work environment.

POSITION TITLE Housing Services Program Specialist			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x

Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

CES Supervisor

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 9 **FLSA Status:** Exempt **Date Approved:** 3/31/2021

SUMMARY:
Under the direction of the CES Program Manager, supervise the day-to-day operations of the CES program/staff, specifically related to CES and HMIS, case management, including CRM specific programs, and provider and client support. Will provide a successful and supervised setting for staff, providers, volunteers and clients, on-going follow-up services and assessment on data reporting and collection and case management. Will also facilitate the progress of the CES program and partner support. Responsible for maintaining compliance with all applicable regulations, policies and procedures, and program related contracts and reporting.

SUPERVISION RECEIVED:
CES Program Manager

SUPERVISION EXERCISED:
Housing Services Program Specialist, Housing Navigator

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Responsible for monitoring day-to-day operations and staff specifically related to CES and HMIS, case management, including CRM programs, provider and client support to ensure compliance with federal, state, and local regulations, including indoor and outdoor environments.
- Ensures ongoing communication with staff and leadership in a timely manner.
- Addresses all staff, volunteer, provider, and client concerns under the direction of the CES Program Manager.
- Monitors related and/or assigned electronic reports to ensure all mandatory requirements are met.
- Prepares and submits accurate and timely reports, assessments, and correspondence, as required.
- Ensures maintenance of required program files.
- Adheres to the American with Disabilities Act (ADA 1992), which prohibits discriminatory actions toward children and/or adults with disabilities.
- Works in collaboration with staff and providers to mentor staff and volunteers in implementing strategies, techniques, and/or recommendations.
- Responsible for providing document planning, training, and program implementation.
- Provides technical assistance and guidance to staff, providers, and community/volunteers.
- Responsible for requisitioning appropriate supplies and materials for the department.

- Conducts performance evaluations based on measurable and objective criteria.
- Ensures that personal and professional development plans are implemented for supervised staff.
- Completes disciplinary plans of action, as identified, to maintain program compliance.

Other Job Specific Duties:

- Assists in interviewing, hiring, training, evaluating, and mentoring staff, volunteers, and providers, as appropriate.
- Ensure client records, individual case files, daily log, and service statistics are maintained in an accurate and timely manner.
- Schedules staff and works alternative hours as required, including nights and weekends.
- Prepares, conduct, and attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Is proactive, in cooperation with other staff, partners, volunteers, and clients, in achieving CES program goals.
- Performs other tasks as may be required for the efficient operation of the comprehensive, integrated CES program.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Correspondence and report writing practices and procedures.
- Current problems of the homeless and socially and economically challenged families.
- The contributions of volunteers and clients who may be non-professional.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Demonstrate good interpersonal skills.
- Work as a positive team member
- Communicate effectively, verbally and in writing.
- Work with conceptual matters.
- Plan, organize, and allocate resources.
- Effectively present CES/Housing Program services to the public.
- Establish professional working relationships with staff, vendors, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, and regulations.
- Reasonably obtain knowledge of Agency and departmental policies and procedures.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate degree from any accredited college or university with major in one of the social services, psychology, or other related field.

- At least two (2) years' supervisory experience.
- Experience working with the homeless and economically challenged.

OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) desired.
- Possession of a valid California Driver's license, current automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain applicable certifications/licensing relating to homeless programming, as appropriate.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those employees' encounters in performing the essential functions of this job.

- Work is primarily performed indoors/outdoors.
- Noise level is moderate.
- Hazards are relevant to the work environment.

ESSENTIAL 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 the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE CES Supervisor			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	

Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		