



DATE August 6, 2025
TIME 12:00 PM
LOCATION CAPK Administrative Office
Board Room
1300 18th Street, 3rd Floor
Bakersfield, CA 93301

Personnel Committee Agenda

1. Call to Order

2. Roll Call

Denise Boshers (Chair)
Rocio Munoz

Jonathan Mullings
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. Housing & Supportive Services: Proposed Organizational Restructure and New Job Descriptions - **Action Item (p. 2-41)**

Rebecca Moreno, Director of Housing and Supportive Services

b. Head Start Personnel Update – **Info. Item (p. 42-43)**

Robert Espinosa, Program Design and Management Administrator

5. Committee Member Comments

6. Next Scheduled Meeting

Personnel Committee
12:00 pm
September 3, 2025
1300 18th Street, 3rd Floor
Bakersfield, CA 93301

7. Adjournment

This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 1300 18th Street, Bakersfield, CA 93301, and online at www.capk.org by 12:00 pm, August 1, 2025, by Amy Tapia, Administrative Coordinator.



MEMORANDUM

To: Personnel Committee

From: Rebecca Moreno, Director of Housing & Supportive Services

Date: August 6, 2025

Subject: *Agenda Item 4(a)*: Housing & Supportive Services Division: Proposed Organizational Restructure and New Job Descriptions - **Action Item**

The Housing & Supportive Services Division (HSS) has experienced significant growth and anticipates continued growth over the next several years. In preparation for this expansion, we are proposing a strategic organizational restructuring of the division to improve service delivery, enhance oversight, and ensure staff expertise is aligned with program needs. As pending grants and funding sources are approved, these job descriptions and positions will be advertised and hired as required.

We recommend restricting the division into three departments based on service delivery areas:

1. **Emergency Shelter Services:** This department will encompass all emergency shelter operations. Services will include the provision of shelter beds, intake, and comprehensive wraparound support services tailored to individuals experiencing unsheltered homelessness.
2. **Enhanced Care Management (ECM) & Health Navigation:** This department will include the ECM program, program outreach, program coordination, Community Health Workers (CHW), and clinical staff. Centralizing these services under one department will allow for a united approach to integrated care, with a strong focus on person-centered, trauma-informed care coordination.
3. **Client Services:** This department will oversee all case management functions across the CES, Street Outreach, Adult Re-entry Grant, and Cal-AIM programs. In addition to these established services, this department will lead the implementation of new initiatives, including case management for Permanent Supportive Housing (PSH), such as the Pioneer Street Housing development, to focus on long-term housing stability and supportive services for highly vulnerable individuals.

This structure will allow for a focused approach to client engagement, housing navigation, benefit assistance, and long-term stability planning. By aligning programs according to service delivery, we can ensure that services are responsive, staff expertise is appropriately matched, and accountability is streamlined across the division. This restructuring allows HSS to manage current operations effectively and scale to meet future needs.

Position Title	Proposed Changes	Current Grade	New Grade
Client Services Program Administrator	New Job Description	NA	14 Min \$45.63 Mid \$57.04 Max \$68.44
Client Services Program Manager	New Job Description	NA	12 Min \$35.58 Mid \$44.47 Max \$53.37
Client Services Program Supervisor	New Job Description	NA	10 Min \$28.39 Mid \$35.49 Max \$42.59
Program Specialist-KRV	New Job Description	NA	8 Min \$22.86 Mid \$28.59 Max \$34.30
Universal Case Manager	New Job Description	NA	8 Min \$22.86 Mid \$28.59 Max \$34.30
Residential Case Manager	New Job Description	NA	8 Min \$22.86 Mid \$28.59 Max \$34.30
ECM Outreach Specialist	New Job Description	NA	7 Min \$20.61 Mid \$25.77 Max \$30.92
Peer Support Worker-Street Engagement	New Job Description	NA	7 Min \$20.61 Mid \$25.77 Max \$30.92
Administrative Assistant	New Job Description	NA	6 Min \$18.89 Mid \$23.62 Max \$28.34
Cal-AIM Program Administrator	Title Change: ECM Program Administrator	NA	NA

Summary of Proposed Changes:

As part of the Housing and Supportive Services Division restructure, the following roles are proposed to support the alignment of services and prepare for anticipated program growth. These positions are designed to strengthen supervision, enhance client engagement, and improve coordination across departments:

1. **Client Services Program Administrator** – Provides strategic oversight of the Client Services department, including CES, Cal-AIM, ARG, and PSH case management programs.
2. **Client Services Program Manager** – Oversees daily operations, staff supervision, and service quality across all case management programs within the Client Services department.
3. **Client Services Program Supervisor** – Supports the Program Manager with staff supervision, program compliance, and direct service oversight.
4. **ECM Outreach Specialist** – Conducts proactive outreach and enrollment for the Enhanced Care Management program, focusing on high-need and medically vulnerable populations.
5. **Program Specialist KRV** – Provides administrative, compliance, and programmatic support across departments to ensure fidelity to contracts and performance goals.
6. **Universal Case Manager** – Ensures agency-wide access by assisting clients in navigating multiple CAPK programs through a single point of contact, improving service coordination and client outcomes.
7. **Residential Case Manager** – Provides intensive, housing-focused case management for residents in Permanent Supportive Housing (PSH) and other long-term housing placements.
8. **Peer Support Worker – Street Engagement** – Delivers trauma-informed, peer-based engagement and support to individuals experiencing homelessness, with a focus on trust-building and connection to services.
9. **Administrative Assistant** – Delivers essential administrative support for the HSS division, including scheduling, reporting, and coordination of internal communications.

Fiscal Impact:

Currently, there is no immediate impact on the budget. These new positions associated with the proposed restructuring will be filled incrementally as funding sources and grant contracts are secured. CAPK is currently awaiting notification regarding the PATH Cited Round 4 funding, with award announcements expected in Fall 2025.

Additionally, the existing Cal-AIM operating budget is structured to absorb salary expenses if necessary. Once the Enhanced Care Management (ECM) program becomes fully operational, the program is expected to generate sufficient revenue to sustain its long-term financial needs, including staffing and service delivery.

Strategic Plan Impact:

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results*, this proposal supports staff development, growth, and retention by adding an opportunity for growth within the agency.

Recommendation:

Staff recommend the Personnel Committee approve the new organizational chart and new job descriptions for the Housing & Supportive Services, and authorize staff to fill positions as funding is approved and available.

Attachments:

Draft Org. Chart for HSS

Client Services Program Administrator

Client Services Program Manager

Client Services Program Supervisor

Program Specialist

Universal Case Manager

Residential Case Manager

ECM Outreach Specialist

Peer Support Worker – Street Engagement

Administrative Assistant



Housing & Supportive Services

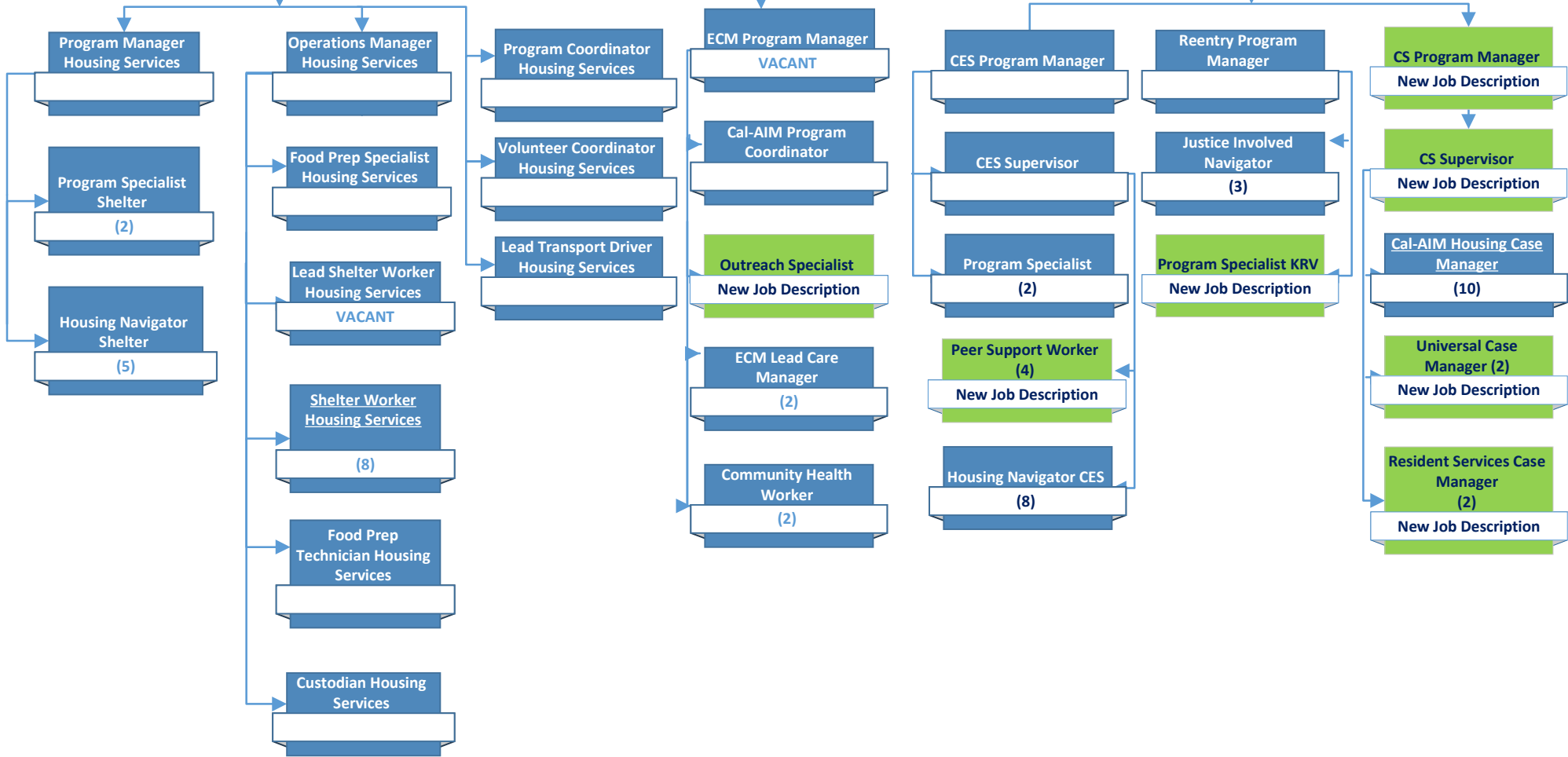
Admin Support
New Job Description

Director of Housing & Supportive Services
Rebecca Moreno

Program Administrator
Housing Services

Program Administrator – ECM
Title Change

Program Administrator - Client Services
New Job Description



Legend

New Job Description Title Change



Program Administrator- Client Services

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 14

FLSA Status: Exempt

Date Approved: TBD

SUMMARY:

Under the direct supervision of the Director of Housing and Supportive Services, the Program Administrator is responsible for overseeing and managing a broad portfolio of supportive services that assist individuals and families experiencing or at risk of homelessness, justice involvement, and other complex life challenges. This position leads the design, coordination, and implementation of program case management, street outreach and engagement, homeless response system, aftercare care management, and onsite wrap around services for housing development projects for the agency. The Administrator ensures all services are trauma-informed, person-centered, and rooted in equity. A critical component of this role is fostering cross-sector collaboration to deliver holistic care and improve long-term outcomes for clients with diverse and overlapping needs.

SUPERVISION RECEIVED:

Director of Housing and Supportive Services

SUPERVISION EXERCISED:

CES Program Manager, Reentry Program Manager and Client Services Program Manager

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

Essential Job Specific Duties:

- Oversee program implementation in alignment with all federal state and local guidelines, ensuring services meet client-centered, whole-person care objectives.
- Provide administrative and strategic oversight of case management and outreach programs related to housing, reentry, street engagement, and system-level homeless response.
- Develop workflows that integrate care coordination, health navigation, and social support in accordance with program goals.
- Supervise and support program managers, coordinators, and frontline staff delivering trauma-informed, person-centered services.
- Promote evidence-based practices that prioritize safety, choice, empowerment, collaboration, and cultural responsiveness in all client interactions.
- Ensure programs maintain compliance with federal, state, and local contract/grant requirements, including accurate data collection and reporting.
- Coordinate with the Homeless Response System to align client pathways, streamline referrals, and participate in coordinated entry and system planning.



- Monitor outcomes and evaluate the effectiveness of case management services through data-driven strategies and performance metrics.
- Lead efforts to incorporate trauma-informed principles, emphasizing client safety, trust-building, collaboration, and empowerment.
- Train staff on trauma-informed care and best practices, ensuring compliance with DHCS/HUD requirements.
- Review policies and procedures to ensure alignment with trauma-informed approaches.
- Conduct periodic audits to ensure documentation, operations, and services meet compliance standards.
- Coordinate with finance and administrative teams to align budgets with funding requirements.
- Prepare detailed operational and financial reports.
- Work with multidisciplinary teams to address social determinants of health and streamline housing, case management, and health services.
- Establish partnerships with community-based organizations, health plans, and stakeholders to expand Housing Services capacity.
- Supervise staff with a focus on supporting professional growth in trauma-informed care.
- Conduct performance evaluations, providing clear feedback and opportunities for development.
- Represent the agency in public forums, advocating for whole-person care and trauma-sensitive service delivery.
- Develop and oversee marketing campaigns in collaboration with the CAPK Community Development team to promote Housing initiatives.

Other Job Specific Duties:

- Assists and participates in BKRHC meetings and community events as assigned.
- Collaborates with multidisciplinary teams to streamline the housing process, record keeping, effective case management and partners with them.
- Public speaking and presentations to internal and external stakeholders.
- Support multidisciplinary teams in streamlining care coordination and addressing barriers to care for Medi-Cal beneficiaries.
- Other duties and special projects as assigned.

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 and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Experience with Coordinated Entry, Street Outreach, and Cal-AIM or similar integrated care models.
- Policy and systemic barriers affecting housing and justice-involved populations.



- Developing strategic partnerships and collaborative responses to homelessness and reentry.
- Trauma-informed care frameworks, particularly in health and social service settings.
- Best practices for care coordination, data collection, and compliance reporting under federal, state, and local guidelines.

Ability to:

- Multitask in a fast-paced environment, with prompt attention to client needs.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical 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 systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Speaking at engagements on issues related to homelessness.
- Maintain a safe and functional workplace environment.
- Travel for agency business as needed.

EDUCATION AND EXPERIENCE:

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

- Bachelor's degree in business administration, public administration, health service administration, or closely related field.
- Five (5) years' senior management level experience, including supervision of a sizable team, budgeting, directing, organizing, and coordinating the administrative activities within a division, department, or private non-profit organization.
- Strong public speaking and presentation skills and experience required.
- Two (2) years of supervisory experience.
- Deep knowledge of trauma-informed care, person-centered planning, housing-first approaches, and systems integration.
- Strong understanding of reentry services, homelessness response systems, and supportive housing programs.
- Any equivalent combination of education, training and experience that will demonstrate the capabilities to perform the described duties considered.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.



OTHER REQUIREMENTS:

- Possession of a valid California driver’s license and state automobile insurance with an 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.
- Bilingual language fluency (English/Spanish) highly desirable.
- Must be able to obtain the CPR certification within 90 days of employment.
- NARCAN certification within 90 days of employment.
- Successful completion of live scan, physical, TB, and substance abuse screening upon offer of employment.

WORK ENVIRONMENT:

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

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

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 accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Client Services Program Administrator				
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	OCCASION ALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONAL LY UP TO 4 HOURS	FREQUENTL Y 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		



Program Manager- Client Services

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 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:

Under the direct supervision of the Client Services (CS) Program Administrator, the Program Manager oversees the administration, implementation, and strategic direction of all Community Supports programs, including Cal-AIM, Universal Case Management, and Resident Services case management. The Program Manager provides supervision and guidance to supervisory and lead staff, ensures programmatic and contractual compliance, develops policies and procedures, manages budgets and reporting, and promotes cross-system collaboration to address the needs of vulnerable populations, including individuals and families experiencing or at risk of homelessness. This role is responsible for building and sustaining a high-performing, trauma-informed team and ensuring that service delivery is aligned with federal, state, and local guidelines, including HUD, DHCS, and Managed Care Plan (MCP) expectations.

SUPERVISION RECEIVED:

Client Services Program Administrator

SUPERVISION EXERCISED:

Client Services Supervisor

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

Essential Job Specific Duties:

- Provide administrative oversight, program management, and strategic leadership for all Community Supports case management programs.
- Develop, implement, and maintain program policies, procedures, and workflows to ensure alignment with agency standards, funding requirements, and evidence-based practices.
- Monitor and ensure compliance with applicable contracts, grants, and regulations including those from DHCS, HUD, MCPs, BKRHC, and local jurisdictions.
- Provide direct supervision, training, and professional development for CS Supervisor, lead staff, and case managers.
- Lead program planning and continuous quality improvement initiatives; track performance indicators and outcomes and implement corrective actions as needed.
- Ensure the integration of trauma-informed care, person-centered approaches, harm reduction, and housing-first principles across all service delivery components.
- Analyze data trends, client needs, and system barriers to inform program design and advocacy efforts.
- Lead internal and external meetings, case conferencing, and interdepartmental coordination to ensure cohesive service delivery.



- Oversee the preparation and timely submission of reports, audits, and budget documentation required by funders and leadership.
- Coordinate the onboarding of new programs and manage transitions related to policy shifts, contract renewals, or system realignments.
- Foster collaborative relationships with community partners, MCPs, government agencies, and funders to enhance referral networks, service integration, and systems coordination.
- Work with multidisciplinary teams to address social determinants of health and streamline housing, case management, and health services.
- Represent the agency in public forums, advocating for whole-person care and trauma-sensitive service delivery.
- Develop and oversee marketing campaigns in collaboration with the CAPK Community Development team to promote Housing initiatives.
- Maintain confidentiality and uphold HIPAA standards.

Other Job Specific Duties:

- Assists and participates in BKRHC meetings and community events as assigned.
- Collaborates with multidisciplinary teams to streamline the housing process, record keeping, effective Care management and partners with them.
- Public speaking and presentations to internal and external stakeholders.
- Support multidisciplinary teams in streamlining care coordination and addressing barriers to care for Medi-Cal beneficiaries
- Other duties and special projects as assigned.

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 and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Coordinated Entry, Street Outreach, and Cal-AIM or similar integrated care models.
- Understanding of policy and systemic barriers affecting housing and justice-involved populations.
- The development of strategic partnerships and collaborative responses to homelessness and reentry.
- Trauma-informed care frameworks, particularly in health and social service settings.
- Best practices for care coordination, data collection, and compliance reporting under federal, state, and local guidelines.

Ability to:

- Multitask in a fast-paced environment, with prompt attention to client needs.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.



- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical 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 systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Speaking at engagements on issues related to homelessness.
- Maintain a safe and functional workplace environment.
- Travel for agency business as needed.

EDUCATION AND EXPERIENCE:

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

- Bachelor's degree in public administration, social Work, public health, or related field required.
- Minimum of five (5) years of experience in program management, with at least two (2) years of supervisory or leadership experience.
- Demonstrated experience managing multi-program initiatives with diverse funding sources.
- Deep knowledge of trauma-informed care, person-centered planning, housing-first approaches, and systems integration.
- Strong understanding of reentry services, homelessness response systems, and supportive housing programs.
- Any equivalent combination of education and/or experience may be acceptable.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) desired.
- Must be able to obtain applicable certifications/licensing relating to housing programming, as appropriate.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Must be able to obtain the CPR certification within 90 days of employment.
- NARCAN certification within 90 days of employment.
- Possession of a valid California driver's license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.

WORK ENVIRONMENT:

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

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.



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 accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Client Services Program Manager				
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		



Program Supervisor- Client Services

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 10

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

Under the direct supervision of the Client Services (CS) Program Manager, the Program Supervisor provides leadership and oversight to a multidisciplinary team of case managers and peer support workers serving vulnerable populations, including individuals and families experiencing or at risk of homelessness. The Supervisor ensures the delivery of high-quality, trauma-informed, person-centered services aligned with CAPK's mission and contractual obligations. This role involves staff supervision, program coordination, compliance monitoring, and support in achieving program outcomes across multiple housing and supportive service initiatives.

SUPERVISION RECEIVED:

Client Services Program Manager

SUPERVISION EXERCISED:

Cal-AIM Case Managers, Universal Case Manager, Residential Case Manager, Peer Support Street Engagement Worker, Program Specialist

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

Essential Job Specific Duties:

- Provide day-to-day supervision, coaching, and performance management for staff within housing and supportive service programs.
- Addresses all staff, provider, and client concerns under the direction of the CS Program Manager.
- Ensure case management services are delivered in alignment with relevant federal and state guidelines (e.g., HUD and DHCS), including housing first, homeless response system processes, trauma-informed care, and harm reduction principles.
- Develop workflows that integrate care coordination, health navigation, and social support in accordance with program goals.
- Conduct regular case conferencing and team meetings to support quality service delivery, collaboration, and professional development.
- Review case documentation, service plans, and data entries in HMIS or other case management systems for accuracy and timeliness.
- Coordinate onboarding, training, and continued education opportunities for new and existing staff.
- Serve as a resource to staff for resolving complex client issues, service coordination challenges, and crisis interventions.
- Ensure compliance with agency policies, funding requirements, and local/state/federal regulations.



- Collaborate with internal departments, community partners, and funders to ensure integrated service delivery and resource access.
- Participate in program audits, monitor outcomes, and assist with reporting requirements.
- Conduct performance evaluations, providing clear feedback and opportunities for development.
- Train staff on trauma-informed care and best practices, ensuring compliance with DHCS/HUD requirements.
- Maintain confidentiality and uphold HIPAA standards.

Other Job Specific Duties:

- Assists and participates in BKRHC meetings and community events as assigned.
- Represent the agency in community meetings, training, and collaborative efforts as assigned.
- Assist with community events, outreach, and agency-wide initiatives.
- Support multidisciplinary teams in streamlining care coordination and addressing barriers to care for Medi-Cal beneficiaries.
- Other duties and special projects as assigned.

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 and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Experience with Coordinated Entry, Street Outreach, and Cal-AIM or similar integrated care models.
- Policy and systemic barriers affecting housing and justice-involved populations.
- Developing strategic partnerships and collaborative responses to homelessness and reentry.
- Trauma-informed care frameworks, particularly in health and social service settings.
- Best practices for care coordination, data collection, and compliance reporting under federal, state, and local guidelines.

Ability to:

- Multitask in a fast-paced environment, with prompt attention to client needs.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical 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 systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Speaking at engagements on issues related to homelessness.
- Maintain a safe and functional workplace environment.
- Travel for agency business as needed.

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, health care, or other related field, bachelor's preferred.
- Two (2) years of supervisory experience.
- Knowledge of trauma-informed care, person-centered planning, housing-first approaches, and systems integration.
- Strong understanding of reentry services, homelessness response systems, and supportive housing programs.
- Any equivalent combination of education and/or experience may be acceptable.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) desired.
- Must be able to obtain applicable certifications/licensing relating to housing programming, as appropriate.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Must be able to obtain the CPR certification within 90 days of employment.
- NARCAN certification within 90 days of employment.
- Possession of a valid California driver's license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.

WORK ENVIRONMENT:

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

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.



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 accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Client Services Program 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		



Program Specialist- Client Services

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 08

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

Under the supervision of the Client Services (CS) Program Supervisor and in coordination with the Housing Navigators, the 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, assisting 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 services. The Program Specialist will work as part of a larger team within the Bakersfield Kern Regional Homeless Collaborative (BKRHC).

SUPERVISION RECEIVED:

Client Services 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 accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Handle a large volume of inbound and outbound calls referrals from 211 staff for callers that qualify for entry into the CES program for homeless services and/or rental assistance.
- Always maintain a courteous and professional demeanor, using program's best practices and trauma informed care, ensuring a positive client experience.
- 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 effective communication with Housing and Supportive Services staff, homeless service providers, and related resources about status and client progress.
- Inputs data entry and exit information into HMIS system and CRM. Works closely with Housing and Supportive Services staff to minimize errors and duplicate entries. This also applies when working directly with designated service providers.
- Assist in data collection and reporting.
- Assist with and participate in weekly conference calls with homeless services providers.
- Participate in the monthly By Name List (BNL) case conference calls, working groups, and other assigned committee meetings.



- Coordinates and provides training to Housing and Supportive Services staff, homeless service providers, CoC partners, and community members.
- Maintain program documentation and forms, including complying with the policies and procedures under the BKRHC/CoC, HUD, and all other related guidelines for the CES program.
- Assists with preparation of reports, and participation in the design of improvements to the homeless response system.
- Provides necessary information, problem assessment, referral, and follow up appropriate to client's and provider's needs.
- Represents the Homeless Services Division through public presentations in the community and committee participation, which may include evenings and weekends.
- Ensure program follow-up is completed in a timely manner, including delivery of match lists to CoC members.

Other Job Specific Duties:

- Assist and participate in BKRHC meetings, trainings, and community events as assigned.
- Prepares, conducts, and attends all meetings, training, and conferences as assigned.
- Assists the Chair/Co-chair of the BKRHC CES Committee.
- Must be able to work alternative schedules such as evenings, weekends, and holidays.
- Available to travel for work as necessary.
- Other duties and special projects as assigned.

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 and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office equipment, including multi-line phone systems.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged homeless individuals.

Ability to:

- Multitask in a fast-paced environment with prompt attention to caller's needs and call center's volume.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- 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 systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Maintain a safe and functional work environment.
- Speak at engagements on issues related to homelessness.

EDUCATION AND EXPERIENCE:

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

- High school diploma required.
- Associate degree in health and human services, social services, or related field.
- Knowledge of Kern County health and social service agencies preferred.
- HMIS experience desired.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

OTHER REQUIREMENTS:

- Possession of a valid California’s driver’s license and state approved insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Fully fluent in English and Spanish desirable.
- Successful completion of live scan, 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 moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

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 accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: KRV 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		



Universal Case Manager

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 08

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

Under the direct supervision of the Client Services (CS) Program Supervisor, the Universal Case Manager (UCM) plays a vital role in connecting individuals and families to a wide array of CAPK programs and services. The UCM conducts comprehensive universal intakes, assesses client needs, and coordinates referrals and service navigations across department such as Housing & Supportive Services, Health & Nutrition, Early Childhood Education, and Youth and Family Services. This position is rooted in a trauma-informed, client-centered, and culturally competent approach that empowers clients and promotes stability and self-sufficiency.

SUPERVISION RECEIVED:

Client Services 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 accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Conduct standardized universal intakes to determine client eligibility across multiple CAPK programs.
- Collect, document, and verify demographic, income, and need-based information.
- Identify immediate and long-term needs of clients and develop individualized service plans.
- Provide seamless internal referrals and warm handoffs to appropriate CAPK programs and external community resources.
- Serve as a single point of contact for clients navigating multiple services.
- Advocate for clients and reduce barriers to accessing services.
- Maintain a manageable caseload of clients who may be enrolled in multiple programs.
- Monitor client progress, follow up on referrals, and document outcomes.
- Ensure all interactions, updates, and client data are accurately entered into CAPK's case management systems (Dynamics 360).
- Collaborate with program teams, intake specialist, outreach workers, and leadership to ensure coordinated care.
- Attend regular case conferencing and cross-department meetings.
- Educate clients and community members about the full scope of CAPK programs.
- Ensure compliance with all agencies, state, and federal regulations,
- Assist in compiling data for program performance reporting and evaluation.
- Maintain confidentiality and uphold HIPPA standards.



Other Job Specific Duties:

- Assists and participates in CAPK and community meetings and community events as assigned.
- Must be available to travel.
- Collaborates with multidisciplinary teams to streamline the housing process, record keeping, effective case management and partners with them.
- Other duties and special projects as assigned.

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 and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged individuals and families.
- Trauma-informed and Client-Centered Approach.
- Culturally humility and sensitivity.
- Critical thinking and problem solving.
- Advocacy and empowerment focus.
- Strong documentation and follow through.

Ability to:

- Demonstrate strong organizational, interpersonal, and communication skills.
- Multitask in a fast-paced environment, with prompt attention to client needs.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental health substance abuse, medical 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 systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Maintain a safe and functional work environment.
- Speak at engagements on issues related to homelessness.



EDUCATION AND EXPERIENCE:

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

- Bachelor’s degree in Social Work, Human Services, Sociology, or related field required.
- An equivalent combination of education, training, lived experience, and professional experience that demonstrates the ability to successfully perform the duties of the position.
- Bilingual Certification required.
- Two (2) years’ experience in social services, case management, or program navigation.
- Demonstrated knowledge of community resources and eligibility guidelines for public assistance programs.

OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Must have reliable transportation during work hours.
- Possession of a valid California driver’s license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.

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 moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

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 accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Universal Case Manager				
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		



Resident Case Manager

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 08

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

Under the direct supervision of the Client Services (CS) Program Supervisor, the Resident Case Manager provides individualized, trauma-informed, and person-centered case management services to formerly homeless individuals and families residing in Permanent Supportive Housing. This position plays a vital role in helping residents stabilize, maintain housing, and improve overall quality of life by building trusting relationships, promoting self-determination, and coordinating supportive services based on resident-identified goals and needs.

SUPERVISION RECEIVED:

Client Services 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 accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Conduct comprehensive person-centered assessments and collaborate with residents to develop individualized service plans.
- Establish and maintain respectful, strength-based relationships with residents using a Housing First and harm reduction framework.
- Assist residents in achieving goals related to housing stability, income, health, mental health, recovery, education, and community integration.
- Identify immediate and long-term needs of clients and develop individualized service plans.
- Connect residents to internal and external services including behavioral health, primary care, substance use treatment, employment, benefits assistance, legal aid, and peer support.
- Provide ongoing coaching, support, and advocacy to residents as they work toward their goals.
- Advocate for clients and reduce barriers to accessing services.
- Facilitate regular home visits and in-office appointments to assess well-being, update service plans, and monitor progress.
- Monitor client progress, follow up on referrals, and document outcomes.
- Maintain accurate and timely documentation in the HMIS and/or case management system in accordance with funding and agency requirements.
- Collaborate closely with property management to support residents in maintaining housing and preventing eviction while respecting confidentiality and maintaining appropriate boundaries.



- Attend regular case conferencing and cross-department meetings.
- Respond to crises and coordinate interventions in a compassionate, trauma-informed manner.
- Ensure compliance with all agencies, state, and federal regulations,
- Assist in compiling data for program performance reporting and evaluation.
- Maintain confidentiality and uphold HIPPA standards.

Other Job Specific Duties:

- Assists and participates in CAPK and community meetings and community events as assigned.
- Must be available to travel.
- Collaborates with multidisciplinary teams to streamline the housing process, record keeping, effective case management and partners with them.
- Other duties and special projects as assigned.

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 and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations,
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged individuals and families.
- Strong understanding of person-centered planning, trauma-informed care, harm reduction, and motivational interviewing.
- Ability to engage individuals with complex needs respectfully and nonjudgmentally.
- Familiarity with housing programs, tenant rights, supportive services, and community resources.
- Culturally humility and sensitivity.
- Critical thinking and problem solving.
- Advocacy and empowerment focus.
- Strong documentation and follow through.

Ability to:

- Multitask in a fast-paced environment, with prompt attention to client needs.
- Excellent communication, de-escalation, and problem-solving skills.
- Analyze problems and identify alternative solutions.
- Plan, organize, and allocate resources.
- Ability to work independently and collaboratively across teams.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental health substance abuse, medical 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 systems.
- Effectively organize and prioritize assigned work.



- Maintain professional relationships with diverse groups and community representatives.
- Maintain a safe and functional work environment.

EDUCATION AND EXPERIENCE:

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

- Bachelor’s degree in Social Work, Human Services, Sociology, or related field required.
- An equivalent combination of education, training, lived experience, direct service experience in supportive housing, mental health, reentry or homeless services, that demonstrates the ability to successfully perform the duties of the position.
- Two (2) years of case management or related experience working with vulnerable populations, especially people experiencing homelessness, behavioral health conditions, or substance use disorders.
- Demonstrated knowledge of community resources and eligibility guidelines for public assistance programs.
- Lived experience in recovery, homelessness, or behavioral health is highly valued.

OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) preferred.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Must have reliable transportation during work hours.
- Possession of a valid California driver’s license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.

WORK ENVIRONMENT:

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

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

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 accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Resident Case Manager				
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		



Outreach Specialist- ECM

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 07

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

Under the direct supervision of the Enhanced Care Management (ECM) Program Manager, the Outreach Specialist is responsible for providing education and outreach within the community to promote awareness of available Housing Services to eligible residents of Kern County. This position plays a key role in increasing visibility and accessibility of services by participating in outreach activities, community events, and presentations designed to engage the program's target population and connect them with needed housing resources

SUPERVISION RECEIVED:

Enhanced Care Management Program Manager

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

Essential Job Specific Duties:

- Conduct education and outreach activities to ensure eligible Kern County residents are informed about Housing Services.
- Coordinate services with organizations that have trusted relationships in the community to implement effective education and outreach activities.
- Attend outreach events in high-need areas to promote Housing Services and maximize awareness of the Housing Services programs.
- Disseminate informational materials to eligible populations to increase awareness of Housing Services.
- Maintain social media accounts with direct messaging regarding Housing Services.
- Maintain accurate records of all outreach activities.
- Effectively present program information to the public.
- Establish professional working relationships with staff and agencies.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

Other Job Specific Duties:

- Maintains a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Attend all meetings and training as assigned.
- Travel throughout Kern County.
- Other job duties as assigned.



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.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and other related software applications.
- Proper telephone etiquette.
- Proper grammar, punctuation, and spelling.

Ability to:

- Work under pressure in new situations.
- Always maintain client confidentiality.
- Greet visitors and clients in a professional manner.
- Operate standard office machines.
- Plan and organize resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Demonstrate strong problem-solving skills.
- Attend evening and weekend meetings.

EDUCATION AND EXPERIENCE:

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

- High school diploma or equivalent.
- Experience organizing community outreach, marketing, and social media.
- Experience working with persons of diverse socio-economic and ethnic backgrounds.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Multilingual language fluency highly desirable.

WORK ENVIRONMENT:

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

- Requires frequent fieldwork, walking, and travel in all weather conditions
- Work is primarily performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.



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 accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE ECM Outreach 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		



Peer Support Worker-Street Engagement

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 direct supervision of the CES Supervisor, the Peer Support Worker plays a vital role in engaging individuals experiencing homelessness by building trust through shared lived experience and trauma-informed care. As someone with personal experience navigating systems such as homelessness, behavioral health, or substance use recovery, the Peer Support Worker serves as a relatable, nonjudgmental guide and advocate for individuals who may be disconnected from services. This position combines peer support principles with field outreach to reduce barriers to care, build client motivation, and foster lasting connections to supportive services.

SUPERVISION RECEIVED:

CES 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 accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Conduct outreach to individuals living in unsheltered settings including encampments, streets, parks, shelters, or other areas.
- Use lived experience and peer support to create safe, trusting relationships with individuals who may be hesitant or resistant to service systems.
- Apply trauma-informed and harm reduction approaches in all client interactions.
- Provide peer mentoring, emotional support, and hope-based engagement strategies to help individuals define and pursue their own recovery or housing goals.
- Support clients identifying strengths, setting achievable goals, and navigating complex service systems (e.g., housing, healthcare, benefits).
- Educate clients on coping skills, self-advocacy, self-care, and recovery pathways.
- Complete outreach documentation, assessments, and referrals in accordance with agency and funder requirements.
- Serve as a liaison between clients and providers, helping to bridge gaps in communication or trust.
- Participate in client choice, dignity, and respect in all services and system interactions.
- Support crisis response, de-escalations, and safety planning as needed, within scope.
- Attend regular training in trauma-informed care, peer support, cultural humility, and street outreach best practices.
- Participate in multidisciplinary case conferencing and contribute peer perspective to service planning.
- Perform additional duties as assigned in support of agency objectives.



Other Job Specific Duties:

- Maintains a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Attend all meetings and training as assigned.
- Travel throughout Kern County.
- Other job duties as assigned.

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 and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Understanding trauma-informed and peer-led care models.
- Homelessness systems, supportive housing, behavioral health, and local community resources.
- Current problems of socially and economically challenged homeless individuals.

Ability to:

- Multitask in a fast-paced environment with prompt attention to client needs.
- Communicate effectively, both verbally and in writing.
- Work independently while exhibiting self-direction and flexibility.
- Prepare clear and concise reports.
- Exercise sound independent judgment within general policy guidelines.
- Support and engage with diverse populations facing challenges such as mental health issues, substance abuse, medical concerns, and socioeconomic factors.
- Understand and effectively apply written regulations and instructions.
- Maintain a high level of accuracy and attention to detail in all tasks.
- Effectively organize and prioritize assigned work to meet deadlines.
- Maintain professional relationships with various groups and community representatives.
- Uphold a high level of confidentiality regarding sensitive materials and information.
- Offer suggestions for improving workflow or system efficiency and effectiveness.

EDUCATION AND EXPERIENCE:

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

- High school diploma or GED required.
- Completion of Peer Support Training and/or Certification within 90 days of employment.
- At least one (1) year of relevant experience in outreach, peer support, case management, or recovery support services.
- Lived experience with homelessness, substance use recovery, or justice engagement required.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.



OTHER REQUIREMENTS:

- Must be able to obtain applicable certifications/licensing relating to homeless programming, as appropriate.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment
- Possession of a valid California driver's license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) desired.

WORK ENVIRONMENT:

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

- Requires frequent fieldwork, walking, and travel in all weather conditions.
- Primarily outdoors and in non-traditional environments.
- Noise level is moderate to loud.
- Hazards are moderate to high. This includes exposure to biohazards.

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 accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Peer Support Worker- Street Engagement				
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		



Administrative Assistant- Housing and Supportive Services

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 6

FLSA Status: Non-Exempt

Date Approved: TBD

SUMMARY:

The Administrative Assistant provides administrative and logistical support, including managing confidential files, coordinating travel, reconciling expenses, processing purchase orders, and maintaining electronic records. This role supports program staff with order tracking, inquiries, and special events, while also assisting with reception duties and general clerical tasks. The Administrative Assistant regularly interacts with internal and external contacts and must demonstrate professionalism, confidentiality, and knowledge of agency policies and compliance standards, particularly those related to the Cal-AIM program.

SUPERVISION RECEIVED:

Director of Housing & Supportive Services

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

Essential Job Specific Duties:

- Apply knowledge of agency guidelines and policies.
- Prepare travel documents for various staff, including booking flights, hotel rooms, registration for conferences, travel advances, travel liquidation, and ongoing communication with travelers.
- Maintain electronic files of all travel related documents.
- Reconcile Credit Card Statements for the Director.
- Provide support to the Program Administrators and Director including tasks such as order tracking, order coordination, and responding to staff inquiries.
- Input check requests and purchase order requests.
- Assist with room set-up and clean-up for Board & Committee meetings, and other meeting preparations, as assigned.
- Prioritize workflow, including handling routine matters such as distributing mail, faxing, and photocopying.
- Order, monitor, and maintain department office supplies.
- Efficient planning, organizing, and scheduling work priorities.
- Responsible for approving conference room reservation requests.
- Provide Support at Reception Desk
- Provide support for CAPK special events.
- Perform general clerical support functions including filing, copying, faxing, typing, and data entry.
- Ensure files and data entry for the Cal-AIM program are maintained in compliance with reporting and auditing requirements of funding sources.



Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Perform other duties as assigned.

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 and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Correspondence and report writing practices and procedures.
- Current problems of socially and economically challenged families.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Problem solve and address conceptual matters.
- Plan, organize, and allocate substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Establish professional working relationships with staff.

EDUCATION AND EXPERIENCE:

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

- High school diploma or equivalent
- Three (3) years of clerical experience.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- NARCAN certification within 90 days of employment.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (English/Spanish) highly desirable.

WORK ENVIRONMENT:

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

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.



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 accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Administrative Assistant				
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					



MEMORANDUM

To: Personnel Committee

From: Jerry Meade, Assistant Director of Program

Robert Espinosa, Program Design and Management Administrator

Date: August 6, 2025

Subject: *Agenda Item 4(b): Head Start Personnel Update – Info Item*

The Head Start and State Child Development Division is committed to continue providing an ongoing update regarding personnel challenges affecting the Head Start program.

The Head Start and State Child Development Division is committed to continue providing an ongoing update regarding personnel challenges affecting the Head Start program.

For the month of May 2025, the following information is provided to the Personnel Committee:

- 630 Staff employed.
- 37 Vacant Positions.
- Onboard 9 new staff members.
- Twenty-two (22) Resignations.
- Fourteen (14) days of interviews for 14 open requisitions for both Kern and San Joaquin County.

Job opportunities are continuously posted on the Head Start California website, accompanied by dedicated recruitment efforts for our direct service positions.

Attached is a document that details the closed classrooms and staff vacancies for the closed and open classrooms as of July 28, 2025

Attachment:
Enrollment Staffing Data Sheet

Enrollment Staffing Data Sheet

Site	Funded	Reportable Enrollment	% Enrolled	Budgeted Staffed	Currently Staffed	Staff Vacancies	% Staffed
Alberta Dillard (PY)	34	0	0%	6	6	0	100%
Alicante	20	10	50%	3	3	0	100%
Angela Martinez EHS	24	25	104%	9	9	0	100%
Angela Martinez HS	81	47	58%	9	9	0	100%
Bakersfield College	32	20	63%				
Blanton	16	12	75%				
Broadway (PY)	37	0	0%	6	6	0	100%
California City (PY)	17	0	0%	2	2	0	100%
California Street	24	20	83%	9	8	1	89%
Cleo Foran EHS	8	7	88%	3	3	0	100%
Cleo Foran HS	15	12	80%	3	3	0	100%
Delano (PY)	60	0	0%	12	12	0	100%
Escuelita Hernandez	16	15	94%				
Fairfax (PY)	34	0	0%	6	6	0	100%
Family Childcare EHS	22	26	118%				
Family Childcare HS	21	15	71%				
Garden Pathways	11	11	100%				
Gianone	16	15	94%	3	3	0	100%
Harvey L. Hall EHS	68	63	93%	27	27	0	100%
Harvey L. Hall	74	67	91%	12	12	0	100%
Heritage (PY)	17	0	0%	2	1	1	50%
Kennedy	16	13	81%	6	4	2	67%
Lathrop	24	15	63%	9	9	0	100%
Lodi	32	32	100%	12	12	0	100%
M. Massei	24	23	96%	9	8	1	89%
MJM EHS	16	16	100%	6	5	1	100%
MJM HS	34	30	88%	6	6	0	100%
Oasis EHS (PY)	8	0	0%	3	2	1	67%
Oasis (PY)	34	0	0%	6	5	1	83%
Pete Parra EHS	48	45	94%	15	13	0	87%
Pete Parra HS	68	48	71%	12	12	0	100%
Primeros Pasos EHS	16	16	100%	6	6	0	100%
Primeros Pasos HS	51	36	71%	9	8	0	89%
Rosamond (PY)	51	0	0%	9	8	1	89%
San Diego EHS	32	30	94%	12	12	0	100%
Shafter EHS	24	23	96%	9	9	0	100%
Shafter	17	10	59%	3	3	0	100%
Stockdale HS	41	0	0%	9	8	1	89%
Sterling EHS	72	65	90%	9	8	1	89%
Sterling HS	53	57	108%	24	22	2	92%
Sunrise Villa (PY)	17	0	0%	9	9	0	100%
Taft (PY)	51	0	0%	3	2	1	67%
Taft College	16	11	69%				
Tehachapi (PY)	15	0	0%	2	2	0	100%
Tiny Powers	8	0	0%	0	0	0	0%
Vineland (PY)	17	0	0%	2	2	0	100%
Virginia (PY)	17	0	0%	2	2	0	100%
Home Base Kern 160	160	132	83%	16	16	0	100%
SJC EHS HB 80	80	67	84%	8	8	0	100%
Total	1689	1034	61%	325	311	14	96%

Closed Classrooms	Funded Enrollment	Staff Vacancies
EHS HB ~ 100		
ECE 10	10	0
SJB HB ~ 80		
Stockton 2	10	0
Tiny Powers~ 8		
Class 1	8	3
Classrooms Fully	Total Slots	Staff Vac.
3	28	3
* TBD- St. Mary's- slots pending		
	Slots	Staff Vac.
Closed Enrollment	2%	21.43%
Open Enrollment	98%	78.57%

Funded Enrollment	1689	1034 61%
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Active Enrollment	1661	1034 62%
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