



CLASS TITLE | HOMELESS PROGRAM COORDINATOR

PAY GRADE: AT-32 | www.cityoftulsa.org/pay

Class Code: 2665

Effective Date: 08/28/2024

PURPOSE OF THE CLASSIFICATION: Under general supervision, is responsible for coordinating response plans and protocols for unsheltered homeless, be a resource for available services offered for homelessness and establish cooperative relationships with local service providers, city leaders, businesses, and other stakeholders; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Reviews invoices and ensures the work performed aligns with the contracted services
- Meets with contracted partners to discuss program performance, and achieving identified outcomes
- Prepares a progress report of action items included in the City's Path to Home initiatives
- Attends various stakeholder meetings as a representative of the City to stay engaged in community conversations
- Coordinates response plan and protocols for unsheltered homeless encampments across city departments and external partner agencies
- Establishes and maintains cooperative relationships with local service providers, city leaders, businesses, and other stakeholders
- Assists in planning, preparation facilitations, and monitoring of encampment clean-up efforts
- Evaluates best practices, identify and assess operation improvement opportunities
- Maintains list of organizations offering services to people experience homelessness to assist with clean-up efforts
- Assists in creating public information materials and education programs to keep stakeholders informed
- Reports to work on a regular and timely basis

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

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of 120 hours from an accredited college or university preferably in planning, community development, business/ public administration, professional/ technical writing, English or other related fields; **and,**
- (b) Two (2) years' experience relevant the essential tasks listed in this job description.

Knowledge, Abilities and Skills:

Considerable Knowledge of:

- Principles and practices of research and data collection
- Principles of research and evaluation of contracts
- Training, facility and material resources used in a broad program offering

Ability to:

- Read and interpret regulations and laws governing private, state and federal grants/ contracts
- Work effectively under pressure
- Effectively communicate in public and serve as department liaison as needed
- Work with all levels of internal/ external personnel in diverse job punctions, demonstrating excellent interpersonal skills
- Make presentations to neighborhood and civic groups
- Understand program area, social, and cultural interests, needs and conditions throughout the City



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- Resolve situations concerning controversial community issues
- Communicate both verbally and in writing
- Operate a computer
- Manage multiple priorities maintain a positive work setting
- Utilize the highest level of interpersonal skill and in order to understand, select, develop and motivate people at any level within or outside the organization

Skill in:

- Communicating effectively orally and in writing
- Creative problem-solving
- Gathering relevant information to solve practical problems and address citizen inquiries and concerns

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use office equipment; subject to sitting, standing, bending, reaching, and walking; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and with occasional travel to other worksites.

EEO Code: N-02

Group: Clerical and Administrative

Series: Urban Development