



**Code: 3019**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

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## **CLASS TITLE:**

# **DIRECTOR OF HOMELESS PREVENTION, POLICY AND PLANNING**

## **CHARACTERISTICS OF THE CLASS**

Under direction, functions as a senior manager in directing the implementation and execution of the Department of Family and Support Services' comprehensive Plan to End Homelessness, and performs related duties as required

## **ESSENTIAL DUTIES**

- Coordinates the work of managers overseeing individual components of the Plan to End Homelessness, ensuring that the plan's strategic policies are effectively implemented and its objectives in reducing and preventing homelessness are met
- Provides guidance and direction in developing programs and initiatives to effectively address issues and combat the problems facing the City's homeless population
- Directly supervises a work unit engaged in contract management and monitoring functions for delegate agencies
- Participates in the planning and development of programs designed to prevent homelessness (e.g., temporary housing, permanent supportive housing, etc)
- Evaluates the effectiveness of the department's homeless prevention programs and services and ensures programs and services are aligned with local and national guidelines and standards
- Provides management oversight in the awarding of contracts and the allocation of funds to delegate agencies, ensuring monies are disbursed appropriately to meet initiatives as outlined in the Plan to End Homelessness
- Confers with executive level staff at the departmental level and the Mayor's Office to report on the progress towards stated objectives and the performance of the various programs under the comprehensive Plan to End Homelessness
- Monitors and analyzes statistical data to identify trends in services and implements performance and service standards
- Acts as a collaborative partner with key stakeholders (e.g., local organizations, governmental entities, and community based coalitions, groups and agencies) in an effort to develop systematic response efforts relative to homelessness issues
- Represents the department in meetings, planning groups, special task force initiatives and work groups to discuss homelessness prevention policies, programs and services
- Reviews and evaluates proposed federal and state legislation impacting the homelessness agenda and prepares reports on the city's position and recommended policy changes
- Keeps abreast of new or emerging homelessness prevention initiatives and best practices and recommends changes to departmental policies and procedures as appropriate
- Identifies and researches specific problems and areas of opportunities and concerns and makes recommendations necessary to ensure program and operational efficiency
- Responds to inquiries (e.g., media, public, community groups, etc.) and comments regarding program concerns
- Evaluates performance of subordinate staff and makes recommendations for disciplinary action

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- Prepares various management and ad hoc reports

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

**MINIMUM QUALIFICATIONS****Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's Degree in the Social Sciences, Human Services, Planning, Business or Public Administration, or a directly related field plus five years of experience in the planning and administration of a social service program of which three years is in a management/supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience, provided the minimum degree requirement is met.

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Advanced knowledge of:

- \*principles and practices of program planning, development and implementation
- \*applicable federal, state, local laws, regulations and guidelines
- \*social service administration principles, policies, practices, and techniques
- \*legislative procedures

Considerable knowledge of:

- \*applicable writing techniques
- \*data analysis and report preparation

Moderate knowledge of:

- \*supervisory methods, practices and procedures
- \*applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, and regulations

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**Skills**

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
March, 2012