

## PROGRAM ADMINISTRATOR (DSS - HOUSING DEVELOPMENT)

**DISTINGUISHING FEATURES OF THE CLASS:** Under general supervision, an incumbent of this class is responsible for the development and administration of new housing resources to provide temporary, transitional and permanent housing to homeless residents. An incumbent works closely with community based and non-profit organizations, area businesses, and other stakeholders to develop a network of housing resources and services to address the needs of the homeless population in Westchester County. Responsibilities involve performing in-depth studies of demographics, socio-economic and community factors and other trends affecting this segment of the population in order to secure suitable resources for housing in the public and private sector. An incumbent stays abreast of new standards, mandates, or programs affecting the client population, and monitors changes in the New York State Department Social Services laws, rules and regulations. Supervision may be exercised over a small number of professional and clerical staff. Does related work as required.

### **EXAMPLES OF WORK:** (Illustrative Only)

Develops new housing initiative programs and coordinates their implantation with the goal of bridging the gap between available resources and unmet needs of homeless residents;

Develops, plans and implements comprehensive review system and self-monitoring tools and surveys to assess new service initiatives and track and monitor improvements;

Develops program proposals, applications and budgets to secure funding sources;

Evaluates housing program feasibility and sustainability based upon community participation and funding;

Solicits and locates non-traditional public, private and non-profit resources through substantial community liaison and outreach;

Provides oversight to new service providers during the development and implementation temporary housing programs to ensure compliance with housing guidelines and applicable Federal, State and local guidelines for services;

Represents the Department of Social Services with community based organizations and public/private partners involved providing services to the homeless;

Performs research and analyses of trends relating to housing and service programs to address the evolving needs of the homeless population in Westchester County;

Plans, coordinates and evaluates the work of assigned staff;

May participate in policy making decisions as it relates to housing services; including new housing initiatives, partnerships and current and proposed legislation regarding the provision of homeless programs;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of Federal, State, and Local laws, policies, and procedures as they relate to institutional and community placement of adults and children; good knowledge of the department's organization, policies, procedures, programs and objectives as it relates to temporary housing solutions; good knowledge of the issues involved in the provision of services to homeless residents; good knowledge of the principles and practices of public administration; ability to identify critical factors or program problem areas and formulate realistic solutions; ability to develop and support recommendations both orally and in writing; ability to establish and maintain effective working relations with professional personnel, government agencies, services providers, elected officials, supporting staff, and the general public; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; resourcefulness; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and five years of experience where the primary function was in the management or administration of the provision of services to homeless individuals, three years of which must have been at a supervisory level over positions responsible for arranging the provisions of service to the same population.

SUBSTITUTION: A Master's Degree\* in the field of Human Services, Social Science, Public Administration, or closely related field may be substituted for the above stated general experience at the rate of 30 credit\* hours per year for up to two years. There is no substitution for the supervisory experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.