



Housing and Human Services Manager

City of Kenmore

SUMMARY

Provide management and support to the City of Kenmore's housing and human services activities and programs, considering efforts and matters related to the health, well-being and housing needs of Kenmore residents, with a special emphasis on vulnerable populations. This position will represent the City in regional housing and human services efforts, be a direct contact in service to Kenmore residents in need, serve as primary liaison with nonprofit organizations and other providers serving the Kenmore community, and research and apply for grants. Because of the small number of City employees, each staff member is expected to perform a wide range of office and field duties as may be required from time to time.

The City of Kenmore does not provide direct social services. It funds, promotes, and enhances the work of other agencies, and nonprofits. This position serves as the primary liaison with the City's network of providers that serve our community and works with those partners to understand current and emerging human services needs and work collaboratively to address them.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Serves as a member of the City Manager's Office team, reporting to the Deputy City Manager. This position serves as the City's primary point of contact for all housing and human services work efforts and programs. Below is the proposed body of work for this position.

- Serve as liaison and point of contact with community members who need housing and human services support. This could include both holding office hours for one-on-one assistance and providing support for walk-ins at City Hall. Partner with the local library branch, senior center, and other providers to provide on-site assistance at other locations as needed to meet community needs. Follow up with community members in need to ensure their concerns have been addressed
- Assist the Deputy City Manager in staffing and supporting the work of the new Regional Crisis Response (RCR) Program and entity which pairs behavioral health specialists with Kenmore police officers to better serve community members facing a behavioral health crisis
- Support the work of the King County Regional Homelessness Authority and human services agencies supporting Kenmore residents, serving as primary city contact for these agencies and nonprofits

- Assist in the City's effort to build an affordable housing fund to support future affordable housing development in Kenmore and allow the City to seize future strategic opportunities, in partnership with ARCH and other agencies
- Staff and support the City's affordable housing efforts
- Provide staff support for the North King County Coalition on Homelessness
- Oversee the City of Kenmore's current human services grants and funding
- Support the work to open a 24/7 crisis center in North King County including sitting on committees and performing analysis as needed
- Develop and manage an annual housing and human services work program for the City based on the City Council's priorities and provide regular updates to the City Council on these efforts
- Conduct outreach and work with a consultant to survey the community to assess human services needs. Based on the results of this needs assessment, recommend a work program for 2024 and beyond that includes pursuing grant opportunities, developing and growing partnerships, and recommending annual human services funding to best meet the community's needs
- Manage annual contracts for behavioral health, senior services, youth services and other human services priorities as identified in community outreach
- Manage the Community Court contract
- Research and develop expertise in community resources available for Kenmore residents needing housing and human services support
- Research and apply for grants and other outside funding to supplement and leverage city contributions to affordable housing and human services programs and projects
- Represent Kenmore at the monthly N/E Funders Meeting (regular meetings with human services staff for all North and East King County cities)
- Coordinate annual tours for Council and City leadership at human services providers such as Mary's Place
- Serve as liaison and partner with the Northshore School District on human services programming to serve students
- Perform research and analyses in support of the City's affordable housing working group and efforts
- Explore ways to receive ongoing input and feedback from the Kenmore community on housing and human services efforts to help the City best respond to the needs of Kenmore residents

QUALIFICATIONS

Knowledge & Skills:

- Requires professional-level knowledge of modern theories, principles, and practices of public administration and organization
- Requires in-depth knowledge of current social, political and economic trends and operating issues of municipal government
- Requires knowledge of affordable housing initiatives, behavioral health issues and challenges, grant opportunities, data collection and analysis, and legislation
- Requires working knowledge of the principles and practices of municipal/government budget forecasting, preparation, and administration
- Requires knowledge of the principles and practices of organization development and process improvement

- Requires specialized knowledge of research and reporting methods, techniques, and procedures
- Requires knowledge of the principles of effective public relations and interrelationships with community groups and agencies, private business and firms, and other levels of government
- Requires knowledge of the principles of leadership, supervision, training, and performance evaluation
- Requires well-developed human relations, leadership and political skills to make public presentations, facilitate group processes, establish performance standards, build effective teams, conduct negotiations, and demonstrate sensitivity to a diverse population of internal and external customers, stakeholders and the community.

Abilities:

- Requires the ability to carry out and accomplish the objectives of the position and provide leadership on a variety of housing and human services programs and initiatives
- Requires the ability to establish and maintain effective working relationships with government officials and agencies, boards, commissions, civic leaders, nonprofit and community organizations and the public
- Requires the ability to interpret and explain agency or department policy and program practices to the public, staff and other public officials. Requires the ability to express ideas and recommendations clearly and effectively both orally and in writing with a focus on grant applications and other written materials
- Requires the ability to exercise initiative, ingenuity and sound judgment in solving difficult and complex administrative, managerial and technical problems. Requires the ability to direct contractors, interns and other subordinate staff as needed to achieve program objectives
- Requires the ability to analyze complex problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals to improve operations, procedures, policies, or methods
- Requires the ability to analyze sources of information related to a broad range of municipal programs, services, and administration
- Requires the ability to administer a variety of City-wide programs and projects
- Requires the ability to learn, interpret and apply Federal, State, and City policies, procedures, laws, and regulations
- Requires the ability to effectively and fairly negotiate solutions and contracts
- Requires the ability to gain cooperation through discussion and persuasion, to select, supervise, train, and evaluate assigned staff, and to develop, prepare, and administer budgets
- Requires the ability to establish and maintain cooperative working relationships with those contacted in the course of work including Council members, staff, committee members, other public officials, business leaders, and the general public
- Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services

Education and Experience:

The position requires a diverse set of skills that may be demonstrated through a combination of education and work experiences. The position typically requires a Bachelor's degree in Human Services,

Social Work, Psychology, Sociology, Communications, Public Administration, Public Health, or a related degree, and three (3) years of progressively responsible experience, preferably in a municipal or other government setting. A Master's degree in a related field is a plus, as is direct experience in housing and human services, although neither is required. Alternatively, an equivalent combination of education, experience, training and stated approach to this work that provides the required mix of knowledge, skills and abilities will be considered.

Preferred But Not Required:

- Experience directly managing human services programs, grants and contracts.

Licenses and Certificates

- A valid Washington State Driver's License is required in order to drive throughout the City of Kenmore or King County to perform work, attend meetings, or represent the City at local or regional meetings, and to drive a City vehicle. If selected for this position, a good driving record with a three (3) year driving record abstract would be required.

ADDITIONAL INFORMATION

- **Work Environment** – Work performed will primarily take place indoors in an office environment. Some work can be expected to be performed in the community alongside project partners.
- **Hours of Work** – City Hall working hours are typically 8:30 a.m.-5:00 p.m. This position is eligible for a partial teleworking arrangement. This position requires you to be available for evening hours to attend or present in-person at City Council meetings as needed, or attend in-person, evening or weekend meetings when necessary.
- **Security Requirements** – The successful candidate must pass a post-offer, pre-hire criminal background check.

OTHER ITEMS AND ADVANTAGES OF WORKING FOR THE CITY OF KENMORE

- This position is eligible for healthcare benefits, retirement plans, paid holidays, vacation, sick leave and more!
- The City does not participate in Social Security and participates in a 401(a) retirement plan in lieu of Social Security.
- Kenmore is located on the north shore of Lake Washington and has over seven miles of waterfront along the lake and the Sammamish River.
- Kenmore is a first-ring suburb of Seattle and is equi-distant to downtown Seattle, downtown Bellevue, Microsoft headquarters in Redmond, and Boeing and Paine Field in Everett.
- City Hall is in the heart of Kenmore's downtown and is within walking distance of many local businesses, restaurants and parks!

This job/class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Department: City Manager

FLSA: Exempt

City of Kenmore

Revised: 2023