



Administrative Report

H.17., File # 21-2906

Meeting Date: 8/17/2021

To: MAYOR AND CITY COUNCIL
From: MICHAEL W. WEBB, CITY ATTORNEY

TITLE

ADOPT BY TITLE ONLY RESOLUTION NO. CC-2108-080, A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF REDONDO BEACH, CALIFORNIA AMENDING THE OFFICIAL BOOK OF CLASSIFICATIONS BY CREATING THE CLASS SPECIFICATION FOR THE HOMELESS HOUSING NAVIGATOR POSITION

EXECUTIVE SUMMARY

The City maintains an Official Book of Class Specifications for positions in the service of the City of Redondo Beach. As recruitments for open positions are initiated, class titles and specifications are updated to validate job duties, responsibilities and qualifications, and to reflect industry standard in verb tense. This action is recommended pursuant to Sections 2-3.602 and 2-3.603 of Article 6, Chapter 3, Title 2 of the Redondo Beach Municipal Code, which authorizes the Mayor and City Council to set forth from time to time, the class titles and specifications for job classifications.

In FY 2021-2022, the City Council approved a decision package authorizing a full-time Homeless Housing Navigator position.

BACKGROUND

In our continued efforts to be one of the most innovative local agencies in addressing the issue of homelessness, the City Council recently authorized hiring a Full-Time Homeless Housing Navigator to further strengthen our Enhanced Response to Homelessness Program. Under general direction of the City Attorney, the Homeless Housing Navigator will support the Enhanced Response to Homelessness Program and provide case management and supportive services to people experiencing homelessness in Redondo Beach with the goal of securing housing.

COORDINATION

The Human Resources Department and the City Attorney's Office coordinated development of this new class specification. The Homeless Housing Navigator job specification has been discussed with the Redondo Beach City Employees Association. This new position will be included in the Redondo Beach City Employees Association bargaining unit. The City Attorney's Office reviewed the resolution and class specification and approved it as to form.

FISCAL IMPACT

This position is funded in the City Attorney's office FY 2021-2022 adopted annual budget.

ATTACHMENTS

- Resolution - Homeless Housing Navigator Class Specification
- Homeless Housing Navigator Class Specification

RESOLUTION NO. CC- 2108-080

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
REDONDO BEACH, CALIFORNIA, AMENDING THE
OFFICIAL BOOK OF CLASSIFICATIONS BY CREATING
THE CLASS SPECIFICATION FOR THE HOMELESS
HOUSING NAVIGATOR POSITION**

WHEREAS, pursuant to Sections 2-3.602 and 2-3.603 of Article 6, Chapter 3, Title 2 of the Redondo Beach Municipal Code, the Mayor and City Council shall set forth from time to time the Class Titles and Specifications for job classifications; and,

WHEREAS, it is necessary to amend the Official Book of Classifications to reflect such action of the City Council; and

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF REDONDO BEACH, CALIFORNIA, DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. That the Official Book of Classifications is hereby amended, as reflected in the attached Exhibit "A" by creating the class specification for the position of Homeless Housing Navigator.

SECTION 2. This resolution shall take effect immediately upon its adoption by the City Council.

SECTION 3. The City Clerk shall certify to the passage and adoption of this resolution and shall enter the same in the Book of Original Resolutions.

City of Redondo Beach Approved: 08/17/2021

Class Specification Resolution CC-2108-080

HOMELESS HOUSING NAVIGATOR

DEFINITION

Under general direction of the City Attorney, support the Enhanced Response to Homelessness Program and provide case management and supportive services to people experiencing homelessness in Redondo Beach with the goal of securing housing.

DUTIES, RESPONSIBILITIES AND EXPECTATIONS

- Engage people experiencing homelessness in Redondo Beach to identify needs and introduce them to available services.
- Ensure individuals in Redondo Beach have the resources and documentation needed to secure and pursue permanent housing.
- Complete comprehensive standardized assessment.
- Develop and implement housing and supportive service plan for clients.
- Oversight for Coordinated Entry System functions including data collection, reporting, and program regulations.
- Oversee referrals to partner agencies, service providers, and community-based supportive services as appropriate including: rental and eviction prevention assistance, security deposit assistance, and interim shelter referrals.
- Provide client services including transportation assistance, bridge housing support, childcare assistance, interim shelter, transitional housing, food assistance, and other services as needed.
- Track financial assistance benefits through HMIS and input information into HMIS as required.
- Ensure case files are accurate and up to date.
- Attend staff meetings, case conferences, trainings, and workshops as required.
- Represent the City of Redondo Beach at homeless services collaborative meetings.
- Oversee community engagement strategies.

- Participate in Housing Initiative/Homeless Court with identified misdemeanor defendants experiencing homelessness.
- Coordinate the response and follow-up for public complaints, inquiries, requests and suggestions. Respond to complaints in a timely and effective manner.
- Disseminate accurate information regarding homelessness and homeless programs to the public.
- Oversee non-profit organizations and homeless service providers contracted by the City to ensure the effective coordination of homeless services within the continuum of care, consistent with policies adopted by the City.
- Deliver outstanding internal and external customer service while solving problems and proactively creating sustainable solutions to issues
- Conduct duties, responsibilities, tasks and assignments with a constructive, cooperative, positive, professional attitude and demeanor
- Support the City's mission, goals, policies and objectives
- Support the City's corporate values of: openness and honesty; integrity and ethics; accountability; outstanding customer service; teamwork; excellence; and fiscal and environmental responsibility
- Perform other related duties as assigned.
- Respond to major incidents reported to the Fire Department; assume the role as initial Incident Commander; comprehend and initiate the Incident Command System/National Emergency Management System (ICS/SEMS/NEMS).
- Apply current fire service technical and manipulative training experience and methodologies to improve fire company performance.
- Plan for and coordinate responses to significant events (both pre-planned and non-preplanned) and emergency incidents on a City-wide basis, and to unusual occurrences including natural and manmade disasters.
- Conduct inspections of City facilities and businesses.
- Conduct inspections of employees' personal protective equipment and uniforms.
- Assist the Fire Division Chief by offering innovative options to enhance departmental programs.

- Provide effective planning, management and evaluation of departmental personnel, units, programs, functions, services and projects.
- Deliver outstanding internal and external customer service while solving problems and proactively creating sustainable solutions to issues.
- Work hours as assigned, including days, evenings and nights, and overtime including weekends and holidays; must be available for call-back and automatic return to work within a reasonable response time during off-duty hours for major emergencies, disasters, critical incidents and as otherwise required.
- Provide critical thinking to professional recommendations, decisions and completed staff work.
- Provide leadership in, and the enforcement of, departmental and City rules, regulations, policies and procedures, provisions of the contractual agreements (MOU).
- Provide initiative as a leader to achieve positive, timely results for the organization.
- Provide effective leadership, direction, supervision, training, coaching, teambuilding, evaluation, safety and support of and for employees.
- Conduct regular evaluations of personnel, giving frequent and specific feedback about their performance; hold employees accountable for the performance of their jobs; provide encouragement and support, celebrating accomplishments and successes.
- Provide quality fiscal management; prudently assist with the preparation and administration of the annual budget, seeking opportunities for new revenues, containing costs, safeguarding assets, improving productivity and accurately reporting operational and financial conditions.
- Provide effective Departmental representation and communications to public agencies, businesses, employees, media and the community.
- Support the City's mission, goals, policies and objectives.
- Support the City's corporate values of openness and honesty, integrity and ethics, accountability, outstanding customer service, teamwork, excellence, and fiscal and environmental responsibility.

- Work cooperatively with personnel, co-workers and the management team; exercise tact, self-restraint and good judgment; take initiative to achieve positive, timely results for the organization with diplomatic skills and ethical conduct.
- Conduct duties, responsibilities, tasks and assignments with a constructive, cooperative, positive, professional attitude and demeanor.
- Complete thorough research, preparing well-written reports and making effective presentations.
- Receive, document, and report through the proper chain of command, citizen complaints about misconduct or poor performance, and when necessary, address the conduct of personnel.
- Utilize technology equipment and software in accordance with City policy to input, extract, review, and analyze information and data; utilize common office software, spreadsheets, and databases.
- Perform all firefighting and medical-related skills as described in the Class Specification Resolution for Firefighter.
- Perform other related duties as required.

CLASSIFICATION

The position is covered under the Fair Labor Standards Act and is a member of the classified service.

QUALIFICATIONS

Knowledge of:

Interim and permanent housing resources throughout Los Angeles County; social work practices and principles related to best practice standards; Coordinated Entry System; HMIS; HUD guidelines; City organization, operation, policies and objectives; principles and practices of administration, supervision skills; and appropriate office technologies such as personal computers for word-processing, data collection and analysis, telephone voice mail and copy machines.

Ability to:

Conduct outreach to develop relationship and build rapport with people experiencing homelessness in Redondo Beach; provide case management services and support; communicate effectively both verbally and in writing; maintain case files and other record

keeping systems; reason logically and creatively; demonstrate initiative; read, speak write and understand the English language; adhere to applicable terms and conditions of employment including but not limited to safety and health regulations, labor agreements, City rules and regulations, policies and procedures; establish and maintain effective working relationships with others; and legally operate a motor vehicle in the State of California.

Education and Experience:

High School Diploma, GED, or equivalent certification and two years of experience conducting street outreach or providing oversight to a social or human or social services program; or Three years of experience conducting street outreach or providing oversight to a social or human services program (Academic degrees in Social Work, Public Health, Public Administration, or a closely related field may be substituted for required experience on a year-for-year basis)

Possession of a valid California driver's license.

Qualified Military Veterans are given an additional five points to a passing score for both open-competitive and promotional recruitments.

The position requires meeting the physical employment standards for this position.