

# Marion County Board of County Commissioners

## POSITION DESCRIPTION



*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### CONTINUUM OF CARE MANAGER

**Department:** Community Services  
**Pay Grade:** 114  
**FLSA Status:** Exempt  
**Job Class:** 6803  
**Risk Code:** 8810

#### JOB SUMMARY

Responsible for performing a variety of work assignments to assist with implementing strategic plans for the Continuum of Care under the Community Services Department. Community Services consists of the following programs: Marion County Emergency Solutions Grants, Continuum of Care programs, and any program related to homelessness. Responsibilities include planning, organizing, and reporting progress of activities to the Director, Administration, the Joint Office of Homelessness, the Continuum of Care board, and the Board of County Commissioners through reports and meetings.

#### ESSENTIAL JOB FUNCTIONS

- Directs, monitors, and supports the day-to-day operations of the COC 514 network of providers/partners to provide comprehensive and systematic support to individuals and families in need of shelter and/or housing-related assistance.
- Provides oversight to all staff of the Joint Office on Homelessness, assists with annual evaluations, and provides clear objectives for the staff in the performance of their duties.
- Assists and supports the staff of the Joint Office on Homelessness in accomplishing objectives, including action items, meeting preparation, facilitation, and accountability.
- Coordinates with Community Services Community Development Administrator and the Housing Manager on CoC Initiatives and Marion County's ESG program for funding initiative and proper reporting on behalf of the department.
- Maintains and develops an effective financial management system, including providing regular reporting to the Director, BCC, Joint Office of Homelessness, CoC Governance board, board committees, and the CoC membership for review and approval.
- Ensures compliance with grants and contracts and ensures adherence both quarterly and annually.
- Oversees maintenance and security of all documents and files.
- Secures federal, state, and local funding that supports the core mission and competencies of the BCC, Joint Office of Homelessness, and CoC.

- Works in collaboration with the CoC governance board to assure adequate financial resources are available to maximize the effectiveness of the CoC.
- Expands revenue sources for the FL-514 CoC to ensure diversification and financial stability.
- Works in collaboration with CoC governance board of community stakeholders to prevent and end homelessness in Marion County.
- Works with current and former homeless persons, advocates, emergency shelters and other homeless providers, youth and family providers, domestic violence and veteran providers, community action agencies, mental health and substance treatment providers, housing trusts and public housing authorities, property owners, private and public agencies, statewide partner organizations, community members, and other Joint Office staff to ensure that homelessness is rare, brief, and one-time.
- Creates and maintains collaborative and working relationships with community partners, consumers, funders, businesses, churches, public officials, social service agencies, and others interested in addressing homelessness.
- Communicates and collaborates with the community systems and organizations, including those in the criminal justice system and health care providers, regarding appropriate discharge planning to avoid discharges into homelessness.
- Acts as the area liaison and provide proactive leadership on behalf of CoC with federal, state, and local governmental officials, including U.S. Department of Housing and Urban Development (HUD) and the State of Florida Department of Children and Families (DCF).
- Engages the community and manages the public policy and public relations activities of the Joint Office on Homelessness and act as a spokesperson on issues related to homelessness.
- Provides the CoC, the CoC governance board, the City Council, the Board of County Commissioners, and the community with timely and adequate information to assist them in making informed decisions about CoC operations.
- Oversees the planning for the CoC.
- Oversees the completion of the annual CoC application and related project applications, as well as applications for the State of Florida homelessness funding.
- Ensures timely programmatic and financial monitoring of subrecipient organizations to ensure grant compliance, use of best practices, achievement of performance benchmarks, and effective resource application.
- Operates the CoC as required by HUD and the State of Florida, including maintaining a Coordinated Entry System, Homeless Management Information System and meeting other CoC requirements.
- Designs and conducts regular CoC meetings that engage, train, and educate a broad spectrum of community partners in best practices to end homelessness in Marion County.
- Supervises the implementation and evaluation of HMIS to meet HUD data quality standards and expand the efficiency of the CoC's coordinated entry.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

## **SUPERVISION**

This position is responsible for direct supervision of a relatively small number of employees (two or more), with indirect supervision of a moderate size staff. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

## **QUALIFICATIONS**

### **Education and Experience:**

Bachelor's Degree in Business/Public Administration, Human Services, or related field preferred or equivalent; or five (5) years' experience in government programs related to housing, community development, and/or planning; or an equivalent combination of education and experience.

### **Licenses or Certifications:**

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- Level 2 Background check according to DCF

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read, analyze, and interpret the most complex documents.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to write speeches and articles using original or innovative techniques or style.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to develop plans, policies, specifications, and programs continually.
- Ability to function independently as an expert in matters of specialized code, rules, policy, analysis, advanced budgetary, accounting systems, or complex scientific or technical systems.
- Knowledge of Human Service programs, strategic planning, public relations, community engagement, and division finances.
- Knowledge of all applicable local, state, and federal government functions.
- Knowledge of federal, state, and local regulations as it pertains to Medicaid, HIPPA, and Community Development.
- Knowledge of computers and other office equipment to include HMIS,SAGE, eLOCCS

- Skills in organization and task prioritization.
- Skills in the interpretation and application of business English, grammar, spelling, diction, style, and punctuation.
- Ability to work efficiently and accurately in an atmosphere of frequent interruption.
- Ability to perform secretarial and clerical duties with speed and accuracy without immediate and constant supervision.
- Ability to learn, interpret, and apply local ordinances and resolutions.
- Ability to work independently and to carry out assignments to completion with minimum instructions, adhere to prescribed routines and practices, maintain records, and make reports requiring accuracy.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

**PHYSICAL DEMANDS**

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. While performing the duties of this job, the employee will occasionally be required to handle, hear, kneel, lift, reach, speak, stand, walk, and stoop.

**WORK ENVIRONMENT**

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

***Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

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Employee Signature

\_\_\_\_\_  
Date

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Supervisor (or HR) Signature

\_\_\_\_\_  
Date

***E.O.E.*** Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.