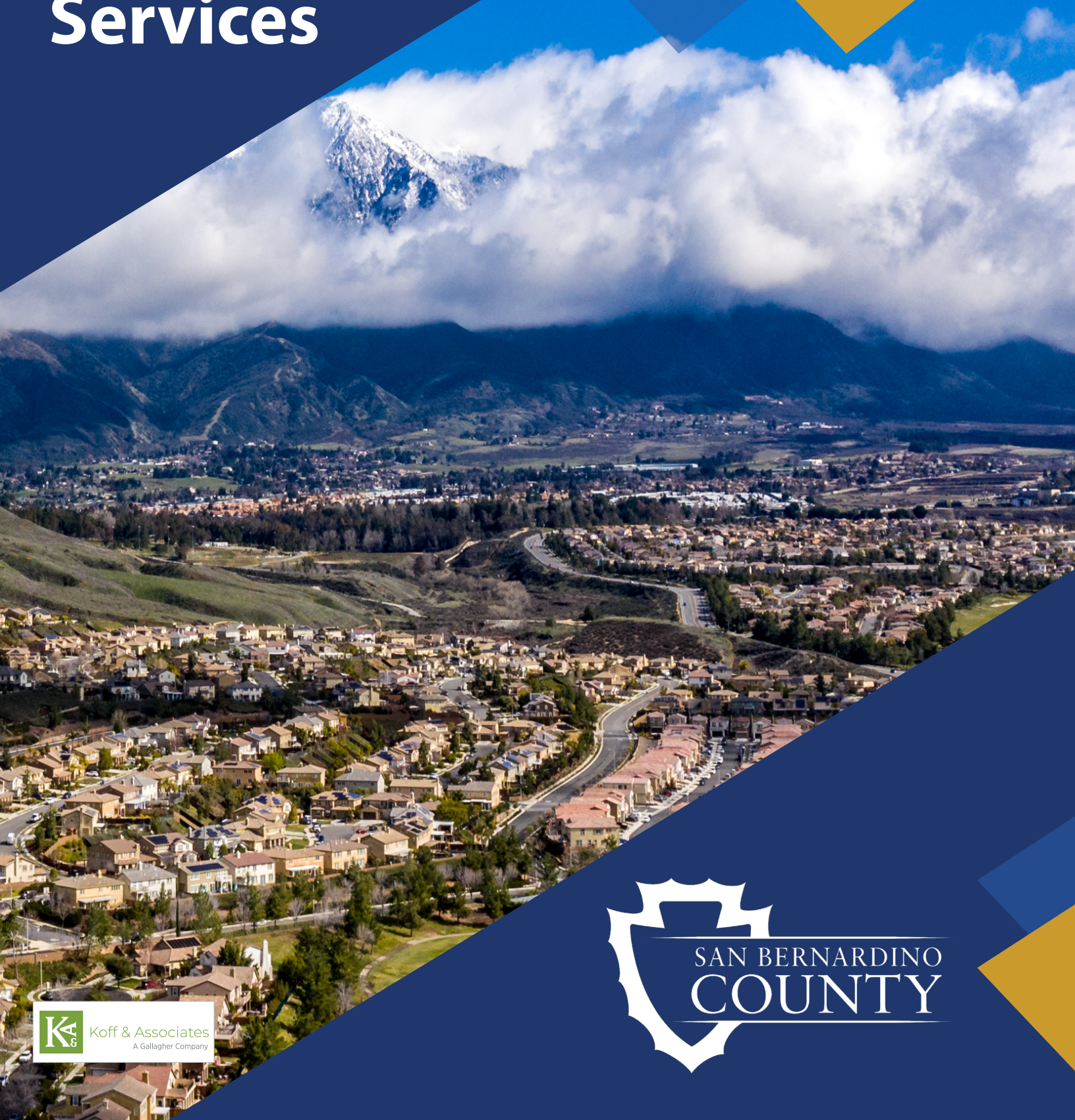


COUNTY OF SAN BERNARDINO

Chief of Homeless Services





THE COUNTY

Located in the heart of Southern California, San Bernardino County thrives on the diversity of our communities that offer families affordable housing, excellent schools, and community resources, including libraries, parks, hospitals, and international airports. The County provides a safe, clean, and healthy environment with access to a variety of business and shopping opportunities, as well as cultural and educational enrichment opportunities through museums, theater, and higher education, including California State University San Bernardino, University of Redlands, and Loma Linda University.

Our County encompasses over 20,160 miles of diverse geography and climate that includes snowcapped mountains, flowering deserts, pristine valleys, and lakes. Adjacent to Los Angeles and Orange Counties, we are but a short drive away from Southern California's premier beaches, resort destinations, and major metropolitan centers. The County has a population of over two million residents and is comprised of 24 incorporated cities and towns.

As an employer, the County strives to provide its employees work-life balance, where you can enjoy all the amenities our County has to offer along with excellent career opportunities, a supportive work environment, and a competitive total compensation package.

COUNTY GOVERNANCE

The County is governed by a full time, five-member Board of Supervisors, who, working through our Chief Executive Officer - Leonard X. Hernandez, the County Administrative Office, and a workforce of over 20,000 dedicated employees, are committed to sustaining a vision of a "complete county that capitalizes on the diversity of its people, its geography, and its economy to create a broad range of choices for its residents in how they live, work, and play."

To view the County budget, please click: [County Budget](#):

To learn more about the County: [County Website](#)

THE DEPARTMENT

By order of the Board of Supervisors in September 2007, the San Bernardino County Homeless Partnership (SBCHP) was formed to provide a more focused approach to issues of homelessness within the County. The Partnership consists of community and faith-based organizations, educational institutions, nonprofit organizations, private industry, and federal, state, and local governments.

SBCHP was developed to promote a strong collaboration between agencies to direct the planning, development, and implementation of the County's 10-year Strategy to end chronic homelessness. The Partnership provides leadership in creating a comprehensive countywide network of service delivery to the homeless and near homeless families and individuals through facilitating better communication, planning, coordination, and cooperation among all entities that provide services and/or resources for the relief of homelessness in San Bernardino County.

THE POSITION

Under general direction, plan, organize, direct, and evaluate the activities and programs of the Health, Housing and Human Services; develop and direct collaborative systems that integrate physical and behavioral health, housing, public safety, and supportive services; to perform related work.

This position reports directly to the Deputy Executive Officer of the Human Services division. The Chief of Homeless Services oversees and acts as the appointing authority for the Homeless Response Division and is responsible for the management of the overall activities of the division, including formulating and administering Countywide policy related to homeless response services.

Duties may include, but are not limited to, the following:

- Plans, organizes, directs, and evaluates all non-clinical program activities for the County Homeless Response Program.
- Coordinates with County departments, Public Safety, and community-based organizations to plan, develop, and implement an array of services to meet the specific needs of the homeless community.
- Coordinates programs for developing, implementing, and maintaining consistent policies and procedures; review policies and procedures for effectiveness and consistency with service goals, standards, and current needs.
- Directs the preparation of the annual budget and monitors revenue and expenditure transactions.
- Ensures activities follow Federal, State, and local regulations, laws and codes pertaining to health and human services.
- Proposes policy recommendations to executive management, various boards, commissions, community groups, and the Board of Supervisors, as required; promotes legislation designed to stimulate homeless improvement; research and interpret federal, state, and local legislation and regulations.



- Represents the County in various activities, including contract negotiations; makes presentations before, or otherwise communicates with, the Department, public groups, or other public agencies, on matters such as goals, procedures, and changes in the legal and economic climate of the Department.
- Prepares presentations and/or written reports to apprise the Board of Supervisors, County Executive Officer, and other public officials relative to the status of essential programs and mission critical projects.
- Plans, organizes, and directs the formulation of recommendations regarding Department policies and the interpretation, modification, implementation, and initiation of projects and plans.
- Identifies operational problems and formulates appropriate solutions.
- Communicates with other public and private entities, elected officials, County departments, agency representatives, business, community and/or environmental groups, as well as a myriad of stakeholders regarding department policies and requirements and contracting activities.
- Serves as Continuum of Care coordinator by working with a vast array of homeless service providers, government leadership, advocacy groups and law enforcement agencies.

OPPORTUNITIES AND PRIORITIES

- Develop partnerships for the development of new strategies to address the needs of those who are experiencing homelessness or are experiencing crises that may lead to being homeless.
- Collaborate with stakeholders to develop County-wide outreach strategies to assess service needs; and more effective ways to provide assistance to the homeless community.
- Assess and improve the accuracy and collection of data regarding the number and demographic makeup of the homeless population.
- Oversee the County's role as HMIS lead agency of the local Continuum of Care; share information with agencies engaged in homelessness prevention activities to build and foster potential partnerships and improvements in related service initiative programs.
- Promote a "Housing First" model, working collaboratively to reduce or eliminate upfront barriers to housing.
- Assess and make recommendations on improvements to institutional discharge policies to prevent individuals from being discharged into homelessness.

- Work with service providers and other stakeholders to establish a "No Wrong Door" approach to service provision, wherein the homeless or individuals facing homelessness can receive information regarding available services regardless of which agency they are in contact with.
- Seek grants and oversee funds relating to the County's Homeless Initiatives.
- Provide training and make presentations on homelessness-related problems, trends, and opportunities.

THE IDEAL CANDIDATE

The ideal candidate is a humble, passionate, and innovative leader who is experienced in creating solutions to the challenges of homelessness. Excellent interpersonal skills are required to collaborate with other County departments, create and foster business relationships, and build support from potential partners and key stakeholders. The successful candidate will have effective written and verbal communication skills, a positive presence, and have sensitive political awareness, to provide clear and concise staff reports, articulate ideas, and talk at the policy level with County leadership to develop new programs, and lead initiatives which will result in a reduction in the incidence and duration of homelessness among community members, and an increase in homeless prevention strategies.

The selected candidate will be well versed and current on homeless demographics, federal and state priorities, grant and other funding sources including administration and timelines, and best practices in homeless service and housing delivery; and able to analyze the strengths and gaps in the regional housing market, government programs, the local homeless service and housing delivery system. The ideal candidate will have in-depth knowledge of the issues of why people become homeless and barriers to exiting homelessness, homeless prevention, and rapid rehousing. This expertise, and how these issues interact with each other, should also spur insights on areas needing change and new approaches to addressing homelessness in the San Bernardino County region. This position requires someone who is open and approachable, honest, and who has high integrity. He/she will have strong organizational skills with the ability to prioritize, remain calm in highly contentious situations, and be professional and personable.





Key Competencies and Attributes

- Problem solving; a collaborative problem solver who can model a strong work ethic, demonstrate excellent leadership, and be a team-player who is self-motivated.
- Principles and practices related to program management and administration, including effective program planning, policy development, organization, coordination, evaluation and fiscal management.
- Current trends in governmental responses to homelessness through community development, healthcare, behavioral health, social service, law enforcement, and public assistance programs.
- Knowledge of the services and partnering agencies available to assist the homeless population, with an understanding of the value of stakeholder development and the ability to build strong partnerships.
- Principles and practices of public finance and funding development, including grant submission, administration, and management.
- Public sector and/or non-profit experience with an understanding of organizational structures, procedures, rules, regulations, and standards common to public agencies.
- Legal requirements and policies related to the financial administration of county government.
- An engaged listener with a willingness to encourage and receive feedback.

QUALIFICATIONS

- Graduation from an accredited college or university with a bachelor's degree in public or business administration, public policy, economics, political science, or a closely related field. A master's degree is highly desirable.
- Five (5) years of administrative, management, or supervisory experience, which involved accountability for program planning, organization, implementation, and operations. This experience must have included responsibility for budget planning and control, fiscal management, and personnel administration.

SALARY AND BENEFITS

Salary Range: \$115,190 - \$155,064 Annually

Total value salary/benefits: Up to \$229,609 Annually

Anticipated 3% annual salary increases in February 2023/24/25.

The County also offers an alternative [Modified Benefit Option \(MBO\)](#) that provides a wage differential of 4% above the base salary rate with a complementing modified leaves package and benefits, including:

- Use of increased pay rate to calculate County contributions to RMT, 401(k), and 457(b) plans, leaves cash outs, and retirement contribution rates
- Flexible Paid Time Off (PTO) with cash out options

Leaves Packages

- 14 paid holidays (1 additional paid floating holiday with Traditional Benefits Package)
- 80 hours of administrative leave with a cash out option.
- Traditional Leave Package with up to 160 hours of vacation accruals annually with cash out option and paid sick leave with unlimited accrual.
- Modified Benefits Package with up to 200 hours of Paid Time Off (PTO) accruals annually with annual cash out option for up to 160 hours.

Medical (Exempt Level B Benefit Package)

- Medical and Dental Insurance for the employee and eligible family members with premium subsidies.
- County paid Vision Insurance for the employee and eligible family members.
- FSA pre-tax account for qualified health care expenses with up to \$40 County match per pay period.

Retirement

- County pension (www.sbcera.org) vested after five years of service.
- Retirement Reciprocity with CalPERS, CalSTRS, and 1937 ACT plans.
- 401(k) Defined Contribution Plan with 2 for 1 match, up to 8% of the base salary.
- 457(b) Deferred Compensation Plan with County contribution 1 times Employee contribution, up to 1%.
- Retirement Medical Trust (RMT) with County Contribution (based on service hours).

Additional Benefits

- Annual allowances of \$12,000 for automobile and \$2,400 for cell phone.
- Tuition Loan Repayment up to \$10,000 for eligible loans.
- County paid basic life insurance with voluntary supplemental life insurance options including accidental death and dismemberment.
- County paid short-term and long-term disability benefits.

Click the links below to learn more about our benefits options:

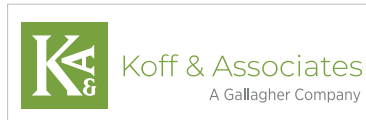
- [Traditional Benefits Package](#)
- [MBO Benefits Package](#)
- [County Exempt Compensation Ordinance \(2022\)](#)

APPLICATION AND SELECTION PROCESS

The final filing date is Monday, January 2, 2022.

To be considered for this exciting career opportunity, please submit a resume, cover letter, and five work related references (who will not be contacted in the early stages of the recruitment). Resumes should reflect years and months of positions held.

Submit materials to: <https://koffassociates.com/chief-of-homeless-services/>



Frank Rojas
(510) 495-0448
frojas@koffassociates.com
Website: <https://koffassociates.com/>

Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. Koff & Associates will report the results to the County. The County will then select candidates who will be invited to participate in County interviews. Extensive reference and background checks will be completed on the selected candidate.

