



SENIOR MANAGER OF SOCIAL SERVICES PARTNERSHIPS

JC: 000319

PB: 10

FLSA: Exempt

BU: 95 (NR)

Created: December 2020

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under administrative direction, designs, develops, implements and oversees programs focused on addressing homelessness and related issues within the BART system; works with internal and external stakeholders to ensure services performed by BART departments are integrated internally and with similar services provided by state, and federal agencies, counties, cities and community organizations; serves as the primary subject matter expert within the BART system on matters related to homelessness and the health and social welfare of BART riders; serves as the top advisor and strategic partner for the General Manager, executive leadership, and Board of Directors on such matters; performs other duties as assigned.

CLASS CHARACTERISTICS

This is a senior manager-level classification which reports directly to the General Manager. This single-position classification has significant responsibility for managing, administering, and implementing multiple policies and programs, and is responsible for significant strategic development and planning for the delivery of services that will have significant, long-term impact to the District. The Senior Manager of Social Services Partnerships is distinguished from Supervisor of Crisis Intervention in the latter is responsible for providing services to the unsheltered population in the BART system with housing and/or mental health issues.

REPORTS TO

General Manager or designee.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Develops and administers the Strategic Homeless Action Plan for BART.
2. Develops and manages partnerships with external stakeholders – including cities, counties, state and federal agencies, and non-profit organizations; coordinates priorities and services with external stakeholders; and, leads advocacy efforts focused on securing support and resources from external partners.
3. Partners with key BART departments to assess needs, problem solve, test ideas, identify and secure funding, develop metrics, and implement results based on accountability measures that

utilize data and metrics to measure program performance.

4. Presents information, proposals and reports to staff, Board of Directors, community members and organizations, and other government agencies.
5. Partners with BART Communications Department to create and distribute program updates, announcements, stories, and other relevant information to a wide range of stakeholders.
6. Develops and manages program budget; advocates for and works to secure additional funding and resources, including drafting contract and grant proposals; and, proposes and implements creative measures to maximize available funding, including effectively negotiating costs and utilizing internal and external partnerships as a way to expand services and capacity.
7. Coordinates with Labor Relations and unions on current and potential programs to ensure services do not generate union concerns and violate union contract rules.
8. Partners with BART Police Department to ensure all programs are in alignment with the Progressive Policing policies.
9. Partners with the Office of the General Counsel to develop and update policies, service agreements, and other agreements and contracts.
10. Collaborates with the Government and Community Relations Department to develop and implement strategies to engage elected officials and community leaders.
11. Works with the Grants Division within the Office of Performance and Budget to identify and pursue funding opportunities.
12. Directs outreach and passenger wellness programs, including elevator attendant program, homeless outreach activities, and restroom attendant program.
13. Provides responsible and effective advice and consultation to the General Manager, Deputy General Manager, executive management team, and Board of Directors.

QUALIFICATIONS

Knowledge of:

- Local and national issues and trends related to homelessness, mental health crisis response programs, substance use disorder treatment, and supportive housing services
- Best practices and historical context of the role between law enforcement functions and health and social service functions, including homeless and mental health services
- Principles and practices of effective project management
- Methods and techniques of effective communication
- Principles and practices of government budget development and management
- Current office procedures and practices, including the use of online computer equipment

Senior Manager of Social Services Partnerships

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Skill/Ability in:

- Developing and implementing new programs in alignment with broader strategic priorities
- Working with elected officials, community groups, and external stakeholders
- Developing creative solutions to challenging operational issues
- Providing leadership and communication to foster effective internal and external coordination and partnerships
- Working with multiple stakeholders and balancing competing interests and/or priorities
- Exercising sound judgment within established guidelines
- Establishing and maintaining effective working relationships with those contacted in the course of work

MINIMUM QUALIFICATIONS:

Education

Bachelor's degree in Public Policy, Social Welfare, Health Care Administration, Public Administration, or a closely related field from an accredited college or university.

Experience

Five (5) years of (full-time equivalent) verifiable professional experience designing, developing and implementing health and/or human services programs that involved multiple service providers, which includes at least two (2) years of management-level experience.

Substitution

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions

Office environment; exposure to computer screens.

Physical Conditions

May require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0430 – Miscellaneous Managers
Safety Sensitive: N