



## City of Sunnyvale Human Services Manager

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|---------------------|--------------------------------------|---------------------|---------------------------|
| <b>SALARY</b>       | \$153,784.00 - \$192,230.00 Annually | <b>LOCATION</b>     | Sunnyvale, CA             |
| <b>JOB TYPE</b>     | Full-Time                            | <b>JOB NUMBER</b>   | 25-00145                  |
| <b>DEPARTMENT</b>   | Community Development                | <b>DIVISION</b>     | Housing                   |
| <b>OPENING DATE</b> | 11/04/2025                           | <b>CLOSING DATE</b> | 12/3/2025 5:00 PM Pacific |

### Description

#### **HUMAN SERVICES MANAGER** **REGULAR FULL-TIME EMPLOYMENT OPPORTUNITY**

**The final filing date is Wednesday, December 3, 2025 at 5:00 pm**

The City of Sunnyvale is seeking a Human Services Manager to join the Housing Division of the Community Development Department. The Housing Division is a passionate and hardworking group of professionals dedicated to addressing the housing and human service needs of the community. We work collaboratively to achieve our housing goals and foster an innovative and team focused work environment. The Human Services Manager will oversee a team of housing staff who focus on human services and unhoused services and programs within the division.

Under general direction of the Housing Officer, the Human Services Manager will oversee coordination and implementation of new homeless service programs as well as manage existing funding partnerships which support housed and unhoused residents of Sunnyvale. The selected candidate will foster and maintain strategic partnerships with public and private entities to identify opportunities and deliver measurable results. The Human Services Manager will coordinate outreach and engagement strategies, attend public hearings as needed, and may serve as staff liaison between the City and partners countywide.

Under general direction, plans, organizes, coordinates, and manages the City's Homeless Services and Human Services programs, activities, strategies, and related administrative activities; coordinates projects and activities with other City departments and outside agencies; provides highly responsible staff assistance to the Housing Officer in areas of expertise; and performs related duties as assigned.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Housing Officer. Exercises direct supervision over professional and technical staff.

#### **DISTINGUISHING CHARACTERISTICS**

This classification is responsible for planning, organizing, and managing the City's Homeless Services and Human Services programs, activities, strategies, policies, and related administrative activities. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in overseeing the day-to-day operations of the City's Homeless Service sand providing oversight for the

City's federally (CDBG and HOME) and locally funded Human Services. Employees serve as a specialist, liaison, and advocate for the City's Homeless Services, with regular contact and interactions with City senior management positions, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

## Essential Job Functions

(May include, but are not limited to, the following):

- Plans, develops, administers, implements, and oversees the daily functions, operations, and activities of the City's Homeless Services.
- Oversees the City's federal CDBG and HOME funding, including the development of the annual Action Plan and five year Consolidated Plan.
- Oversees the locally funded Human Services programs.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the City's Homeless Services; recommends within the City policy, appropriate services, and staffing levels; recommends and administers policies and procedures.
- Develops, administers, and oversees program budget(s); determines funding needed for staffing, equipment, materials, and supplies; conducts studies to forecast spending and cost benefits for assigned special projects and potential services; monitors expenditures; ensures compliance with budgeted funding.
- Evaluates operations and activities of assigned responsibilities; recommends improvements and modifications; prepares various reports on operations and activities.
- Drafts grant proposals and manages grant applications and reporting requirements; negotiates, prepares, administers, and monitors contracts and agreements; provides oversight of contractors and program activities.
- Develops and implements communication strategies including public outreach strategies and the dissemination of materials related to homeless issues and services; identifies and maintains a network of service providers.
- Tracks and analyzes legislative activities and changes in laws and regulations to evaluate their impact on current and future City initiatives and actions.
- Collaborates with local, county, and state resources to create innovative programs aimed at reducing and ending homelessness in the City, including implementing regional strategies.
- Serves as liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces.
- Provides highly complex staff assistance to the Housing Officer; prepares reports and correspondence concerning new or ongoing programs and program effectiveness; prepares statistical reports as required; establishes and maintains working and official program files; ensures the proper documentation of operations and activities.
- Reviews the work of staff to ensure compliance with applicable federal, state, and local laws, codes, and regulations.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, and the public.
- Attends and participates in professional group meetings; stays abreast of new trends and strategies to mitigate homelessness.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from the public, other departments, and agencies.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## WORKING CONDITIONS

### Physical Demands:

This is primarily a sedentary office classification although standing in work areas and walking between work areas may

be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

**Environmental Conditions:**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or the public in interpreting and enforcing divisional policies and procedures.

## Minimum Qualifications

**Education and Experience:**

The minimum qualifications for education and experience can be met in the following way:

A bachelor's degree from an accredited college or university in public administration, business administration, social sciences, communications, planning, or related field; AND

Four (4) years of increasingly responsible experience in homeless services, social work, human services, affordable housing, social justice, or related field, including one (1) year of experience in a lead or supervisory capacity.

**Knowledge of:**

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of budget development and administration.
- Principles and practices of contract administration and management.
- General principles of risk management related to the functions of the assigned area.
- Federal and state grant funding, administration, and compliance.
- Methods and techniques for communicating with diverse populations.
- Methods and techniques of assessing and resolving community needs in the assigned program area.
- Community outreach, marketing, public information, and public relations concepts, principles, methodology, and techniques.
- Resources within the community to supplement program services.
- Social, economic, and political issues relevant to low-income or special needs communities.
- Homeless services and housing programs including best practices and current trends in the field.
- Research methods and techniques.
- Recent and ongoing developments, current literature, and information sources related to the assigned program's operations.
- Record keeping principles and procedures.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### Ability to:

- Plan, organize, oversee, develop, implement, and administer comprehensive homeless services programs and activities.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Effectively provide staff leadership and work direction.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Coordinate and manage assigned projects and programs.
- Conduct strategic planning for assigned projects.
- Develop and recommend policies and procedures related to assigned operations.
- Identify, analyze, and evaluate situations or problems to develop creative and effective solutions to complex problems and issues.
- Interpret, evaluate, implement, and explain complex rules, regulations, contracts, policies, and program procedures as they relate to program operations.
- Conduct presentations and communicate effectively in small or large groups.
- Stay abreast of industry trends, best practices, and policy changes related to housing, homelessness, and social services.
- Understand, respect, and effectively engage with diverse cultural perspectives, while being mindful of systemic biases and barriers.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare, maintain, and update accurate detailed records and files.
- Interpret and evaluate statistical data.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### Licenses/Certificates:

Possession and continued maintenance of a valid class C California driver's license or the ability to provide alternative transportation as approved by the appointing authority and a safe driving record.

## Application and Selection Process

**The application period closes on Wednesday, December 3, 2025, at 5:00 pm.** If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources (postmarks or faxes are not accepted). Candidates are asked to fully describe any training, education, experience, or skills relevant to this position. Electronic applications may be submitted on-line through the City's employment page at [Sunnyvale.ca.gov](http://Sunnyvale.ca.gov) and click on JOBS. Late or incomplete applications will not be accepted.

## EXAM PROCESS

Applications will be competitively screened based on the minimum qualifications of this position. Based upon a review of the application materials, the most qualified candidates will be invited to participate in the examination process, which may consist of an **oral examination scheduled for Wednesday, December 17, 2025** (Note: The examination process may be changed as deemed necessary by the Director of Human Resources).

## SELECTION PROCESS

Those candidates that receive a passing score on the examination will be placed on an eligibility list for up to one year, in accordance with the City's Civil Service Rules and Administrative Policies. **Top candidates on the eligibility list will be invited to participate in a selection interview with the department tentatively scheduled for the week of January 5, 2026.** Selection interviews will typically take place in-person, please plan accordingly.

Any candidate selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a comprehensive background investigation, as well as medical exam(s) administered by a City-selected physician(s) before hire. Prior to starting work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination.

## INFORMATION ABOUT PROOF OF EDUCATION

Any successful candidate selected by the hiring department will be required to submit proof of education (i.e., original copy of the diploma or college/university transcripts).

Any successful candidate selected by the hiring department will be required to submit proof of education (i.e., copy of the diploma or college/university transcripts). An applicant with a college degree obtained outside the United States must have education records evaluated by a credential evaluation service at the candidate's expense. Candidates may utilize any third-party agency for the evaluation. If you search 'education equivalency verification' or similar online, you will obtain results for agencies that provide this evaluation service. A conditional job offer cannot be made until the education has been evaluated and submitted to the Department of Human Resources.

## ADDITIONAL INFORMATION

Summary of Management [SMA Benefits](#)

[Notice of CFRA \(California Family Rights Act\) Rights and Obligations](#)

For assistance on how to fill out your job application, watch the following video:

- [How to Apply for a City of Sunnyvale Job](#)- YouTube (5:13)

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

The City of Sunnyvale is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other consideration made unlawful under any federal, state, or local laws. The City of Sunnyvale is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at (408) 730-7490 or [recruitments@sunnyvale.ca.gov](mailto:recruitments@sunnyvale.ca.gov).

**Employer**  
City of Sunnyvale

**Address**  
456 W. Olive Avenue

Sunnyvale, California, 94086

**Phone**  
408-730-7490

**Website**  
<https://sunnyvale.ca.gov>

## Human Services Manager Supplemental Questionnaire

### \*QUESTION 1

#### Instructions for completing the supplemental questionnaire:

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

*Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.*

The completed application and responses to supplemental questions constitute an examination. **Note:** qualifying experience must be reflected on the education, work experience, Certificates/Licenses section of the job application form. Please note the information provided in the supplemental question will not be accepted in lieu of completing the work experience section of the application.

Resumes may be attached, but they will not be accepted in lieu of completing the work experience section of the application or the supplemental questions. The information you provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

Your responses to the questions that require you to detail your background and experience should include the following information:\*

- The number of years of experience you have had performing the duties that you are describing;
- The name(s) and type(s) of organization(s) where you obtained such experience; and,
- Your role and specific responsibilities within the organization(s).

*\*Responses to the supplemental questions that indicate "see resume" are considered incomplete.* By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

☐ Yes

☐ No

**\*QUESTION 2**

Do you currently possess a Bachelor's degree from an accredited college or university in public administration, business administration, social sciences, communications, planning, or related field?

- ☐ Yes
- ☐ No

**\*QUESTION 3**

Do you have four (4) years of increasingly responsible experience in homeless services, social work, human services, affordable housing, social justice, or related field?

- ☐ Yes
- ☐ No

**\*QUESTION 4**

If you responded 'Yes' to question #3, please describe your four (4) years of increasingly responsible experience in homeless services, social work, human services, affordable housing, social justice, or related field. In your response, include the agency you worked for and the specific duties you were responsible for.

**\*QUESTION 5**

Do you have one (1) year of experience in a lead or supervisory capacity?

- ☐ Yes
- ☐ No

**\*QUESTION 6**

If you responded 'Yes' to question #5, please describe your lead or supervisory experience below. In your response, include the agency you worked for and the specific duties you were responsible for.

**\*QUESTION 7**

Please describe your project and/or program management, development, or monitoring experience. In your response, please include the type of project and/or program you were responsible for and any reporting that you were required to provide.

**\*QUESTION 8**

Please outline your work experience as it relates to working with individuals experiencing homelessness. Please include experience relating to developing and implementing policies and procedures, collaborations with governmental and non-profit agencies, and identifying funding sources to support homelessness initiatives.

**\*QUESTION 9**

Please describe your experience working with federal and state funding programs (PLHA, CDBG, HOME, etc.) or other funding sources aimed at serving unhoused residents.

**\* Required Question**