

MAJOR FUNCTION

This is complex professional public contact work coordinating human services intervention strategies in targeted census tracts of the community. An employee in this class is responsible for assessing human services needed and providing services. Work involves, but is not limited to, communicating with neighborhood groups, assisting in conducting community planning sessions, developing and managing a volunteer staff of intervention workers, counseling, providing information and referral services, and coordinating neighborhood self-help activities. Work is performed under the general administrative direction of the Human Services Administrator and requires considerable independent initiative and sound judgment. Work is reviewed through conferences, reports, recommendations, and by results attained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Tracks services, quarterly and year-end progress reports, program implementation status, contract expenditures, and reimbursement requests. Identifies and/or distributes funds earmarked for community organizations. Monitors each agency's legal nonprofit status to ensure compliance with local, state, and federal laws and regulations. Assists community human services agencies in grant preparation and interpretation of evaluative reports. Manages contracts receiving local, state, and federal funding. Also participates in contract development and monitors recipients of contracted services. Prepares division reports. Serves on various human services committees. Provides technical assistance to agencies (particularly city-funded projects) in the areas of program design and development, program evaluation, record keeping, grant writing, and other contract management functions. Responds to community inquiries regarding human services needs and resources. Executes and coordinates human services programs. Maintains direct engagement with nonprofit agency representatives and community stakeholders. Assists with completing tasks related to the Community Human Service Partnership (CHSP). Tasks associated with the CHSP include: updating all printed materials (such as the CHSP Description Manual); conducting agency and volunteer workshops; developing press releases; recruiting committee volunteers; developing comprehensive budgets; coordinating and conducting agency site visits; managing the membership and participation of various committees; reviewing program proposals; conducting appeals hearings, developing policies and procedures; and completing all additional assignments associated with this process. Provide day-to-day supervision to include assigning work to subordinates, recommending the hiring, transfer, promotion, discipline, grievance resolution and discharge of employees. Conduct performance evaluations. Performs related work as required.

Other Important Duties

Completes special projects as assigned. Serves on ad hoc or cross-functional teams and committees as needed. Keeps abreast of general and specific developments in the job field. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the principles and practices of social work, community resource development, proposal development, grant management, and outcome evaluation. Knowledge of the human services programs and evaluation techniques. Knowledge of the principles of public budgeting. Ability to coordinate human services intervention programs that require citizen participation. Knowledge of federal, state, and local laws and regulations specific to the human services field. Knowledge of the collection and preparation of preliminary reports on planning programs. Knowledge of resiliency and sustainability planning for human services programs.

Ability to collect and analyze data and present in graphic form. Ability to recommend responses to human services needs based on programmatic and statistical data. Ability to keep accurate fiscal and programmatic tracking systems. Ability to prepare reports and to maintain adequate records. Ability to analyze facts and exercise sound judgment in arriving at conclusions. Ability to establish and maintain effective working relationships with peers, supervisors, other agency personnel, the public, and in cross cultural situations. Skills in word processing, spreadsheets, and database software programs necessary for successful job performance. Ability to communicate clearly and concisely both orally and in writing.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, sociology, social work, psychology, planning, or a related field and two years of professional experience that includes contract management, program evaluation or planning; budget management; or an equivalent combination of training and experience.

Necessary Special Requirements

For designated positions must possess a valid Class E State driver's license at the time of appointment.

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