

**MAJOR FUNCTION**

This is highly responsible and professional work managing the City's comprehensive Human Services program and working with numerous internal and external partners to build community resilience. Duties include developing innovative initiatives and liaising with various internal and external partners to implement safety-net, emergency solutions, and youth and health /wellness programs with lasting impact in the community. Work involves designing and evaluating human services intervention strategies; administering special community human services projects, grants, and contract programs; and providing management, program and fiscal analyses and recommendations for efficient and effective delivery of needed human services throughout the community. Work is performed with considerable independent judgment, under the direction and general supervision of the Executive Director for Housing and Community Resilience. Work is reviewed through reports, conferences, observations, and by results attained.

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

Manages, trains, and supervises the work of the Human Services Division to achieve strategic community resilience priorities and outcomes. Develops performance metrics and oversees program monitoring of all division initiatives and service contracts. Supports interagency cooperation through participation at meetings involving other human services providers and community stakeholders. Provides technical assistance and direction to grantee agencies regarding organizational development and capacity building, program design, and program evaluation. Inventories grants and other revenue sources for human services development programs and directs the preparation of grant proposals that seek to enhance the division's strategies. Develops division policies and procedures and ensures compliance by partner agencies. Prepares correspondence, memos, reports, studies, agenda items and statistical analysis, including reports that document the Social Return on Investment impact (SROI) of human services. Collaborates with community partners and supports the implementation of community-wide initiatives that align with the City's community resilience priorities. Promotes and raises awareness, at all levels of the organization, of the impact of emerging human services issues, whether legislative or best practices, and keeps current on applicable policies and best practices. Recommends the hiring, transfer, promotion, discipline, grievance resolution and discharge of employees. Conducts performance evaluations and approvals or disapproves merit increases.

**Other Important Duties**

Prepares the annual division budget. Work with other City departments to design and implement special initiatives and grant programs. Attends City Commission meetings and other meetings as required. Performs essential personnel duties during emergency response. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities, Skills**

Thorough knowledge of the principles and practices of human services and program management. Thorough knowledge of the principles and accepted practices of community development, public budget preparation, and acceptable methods for the collection and analysis of data, and the preparation of reports and studies. Deep knowledge of the local network of human services. Considerable knowledge of the principles of supervision, training, and performance evaluation. Ability to supervise employees in a manner conducive to full performance and high morale. Ability to communicate effectively, clearly, and concisely, both orally and in writing. Ability to interpret local,

state and federal rules and regulations specific to human services. Knowledge of organizational, word processing, spreadsheets and database software programs. Experience in providing leadership and direction in meeting program goals and interdepartmental cooperation. Ability to plan, organize, and direct staff, and lead teams. Ability to plan and supervise the work of subordinates. Ability to collect and analyze data, as well as prepare and present complex technical reports. Ability to establish and maintain effective working relationships with officials, employees, community agencies, and the public. Ability to effectively coordinate with state and local governmental entities, professional, and private businesses. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

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 four years of professional experience that includes planning, grants management, or human services, or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Established: 09-12-20  
07-02-22