

MAJOR FUNCTION

This is complex professional public contact work coordinating human services projects and special initiatives to address community needs. Work involves, but is not limited to, communicating with agency representatives, assisting in conducting community planning sessions, developing and managing volunteers to assist with department initiatives, providing information and referral services, and coordinating various human services initiatives. Work is performed under the general direction of the division manager 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**

Coordinates the implementation of human services programs in partnership with internal and external stakeholders. Coordinates specific activities related to the Community Human Service Partnership (CHSP), Bridge Program, and other special human service initiatives including: updating all program manuals; 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. 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. Coordinates with Accounting, Procurement, Resource Management, Legal and Treasurer-Clerk personnel to ensure the timely processing and funding of human service contracts. 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. Maintains direct engagement with nonprofit agency representatives and community stakeholders.

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 essential personnel duties during emergency response. 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.

Established: 08-20-91
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