

COMMUNITY SERVICES MANAGER

DEFINITION

To plan, coordinate and implement grant-funded programs for three counties, including emergency services, services to victims of crime, violence prevention services for youth and families, and life skills training; to supervise professional and technical unit staff.

DISTINGUISHING CHARACTERISTICS

This is a single position class. The predominant focus of the position is to manage, plan and coordinate grant-funded programs involving emergency and social services. The incumbent exercises discretion in applying general goal and policy statements and in resolving organizational and service delivery problems. The Community Services Manager ensures that assigned activities are completed in a timely and efficient manner consistent with defined policies and regulations.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Deputy Director – Community Action; exercises direct supervision over Community Services Project Coordinator and indirect supervision over professional and technical staff.

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

Participates in the creation of community assessments and performs program research to identify service needs; designs, implements and administers plans and programs that meet the needs of communities served.

Researches and prepares grant applications for program funding.

Allocates fiscal, personnel and inventory resources for program/project implementation.

Ensures all unit activities and operations performed by staff and by subcontractors are in compliance with applicable federal, state and local laws, regulations, and funding guidelines.

Coordinates and/or performs the completion and submittal of quarterly and annual reports to all funding agencies; monitors reports and records prepared by subordinate personnel for completeness, accuracy and compliance.

Assists in developing public awareness documents and publicity materials.

Recommends and implements agency and unit policies and procedures.

Community Services Manager
Rev.- 09/07/05
Rev.- 03/12/06
Rev.- 02/11/07
Rev.- 07/01/07
Rev.- 01/13/08
Rev.- 07/13/08
Rev.-07/01/11

Res. #2005-080
M.O. #6-3/21/06
M.O. #22-2/6/07
M.O. #22-2/6/07
M.O. #22-2/6/07
M.O. #22-2/6/07
M.O. #11-7/5/11

Coordinates unit activities with those of other divisions, departments and outside agencies and organizations.

Assists with budget preparation and administration.

Supervises, trains and evaluates program specialists and other assigned staff; participates in the selection of staff; provides and/or coordinates staff training.

Coordinates special short-term projects that benefit the community.

Receives and responds to public inquiries regarding programs and activities.

Participates on a variety of boards and commissions; attends and participates in professional groups and committees.

Performs general administrative work as necessary, including preparing reports and correspondence, conducting and attending meetings, copying and filing documents, entering computer data and maintaining databases, compiling data for reports, etc.

Provides direct client services as required.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local laws, codes and regulations.

Principles of program development, management and administration.

Principles and practices of fiscal management and budgetary control.

Modern principles and practices of social work and case management.

Principles and practices of grants administration and reporting.

Principles and practices of supervision, training and performance evaluation.

Principles and practices of record-keeping.

English usage, spelling, grammar and punctuation; basic mathematics.

Modern office practices and technology.

Ability to:

Understand, interpret and apply pertinent laws, codes and regulations.

Coordinate and administer emergency / social service programs.

Develop and control the expenditures of a multi-faceted program budget.

Supervise, train and evaluate staff.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Prepare clear, concise reports and records.

Gain cooperation through discussion and persuasion.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible administrative experience in the planning and coordination of social service programs.

Training:

Bachelor's degree with major course work in social work, psychology, public administration or related field.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Classification Code:	6446000
Bargaining Unit:	10
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	375