

MANAGER – HUMAN SERVICES

Job Summary:

Under general direction, to manage the operation of the Human Services Division which includes fine arts, senior citizen services and recreation, and early childhood education programs.

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change, or rescind related duties and work assignments.

1. Plans, organizes, directs, and manages the operations of the Human Services Division which includes senior social services, senior recreation, senior assisted living, information and referral, special needs programs, early childhood programs, fine arts programs, and community services programs.
2. Enforces rules and regulations of the City and State Licensing Agency to ensure the safety and welfare of children, parents, and employees.
3. Prepares division budget recommendations and monitors budget expenditures for division programs and federal grants; recommends service level for new services.
4. Establishes and maintains cooperative working relationships with community agencies and organizations.
5. Develops and enforces rules and regulations; attends meetings and represents the division; provides information to and consults with the public.
6. Administers contracts with outside agencies and service suppliers; recommends changes related to programs.
7. Develops and reviews promotional materials, correspondence, manuals, memoranda, and council agenda reports; disseminates information to the community.
8. Designs, implements and analyzes need assessments and program evaluations.
9. Supervises, trains, and evaluates personnel.
10. Provides technical assistance and case consultation to staff.
11. Reviews and approves requisitions for all programs.
12. Staffs various city committees and commissions.
13. Researches public and private funding sources and prepares grant proposals and applications.
14. Performs related duties as required.

Qualification Guidelines:

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and Experience:

Graduation from a college or university with a baccalaureate degree in gerontology, social welfare, early childhood education or development, fine arts, recreation or related field. Four (4) years of full-time paid experience in gerontology, social welfare, early childhood education or development, fine arts, recreation or related field including two (2) years of supervisory experience, contract administration and program development. Experience and/or education in a related field may be substituted on a year for year basis.

Knowledge of:

- Principles of social development including current updates in modern social services, senior recreational and therapeutics program.
- Principles, standards, and practices applied to social services, senior recreation and therapeutics programs including case management, in-home services, information and referral, transit systems, volunteer income tax programs(s) and fund-raising events, therapeutics and senior recreational activities.
- Office practices and procedures and general record keeping practices.
- Methods and techniques of developing and organizing early childhood and/or school age recreational activities.
- Principles of supervision, training and coaching.
- State day care licensing regulations.
- Budget preparation and control.
- Senior citizen programs and funding.
- Early childhood education programs.
- Fine art programs and productions.
- Principles and practices applied to performing arts, self-sustaining and early childhood education programs including community events, theatre, live concerts, pre-school educational programs, dance festivals, arts and crafts programming adult education or teen activities.

Skill and Ability to:

- Efficiently and effectively manage the Human Services Division.
- Promote usage of programs and generate revenue.
- Maintain accurate records.
- Manage the activities of staff personnel.
- Effectively communicate orally and in writing.
- Establish and maintain effective working relationships with others.
- Train, supervise, and evaluate personnel.
- Interpret community social services needs.
- Promote community awareness of social services.
- Initiate specialized pre-school and/or school age education and recreational activities.
- Evaluate work conflicts and problems and develop solutions.
- Work with children 3 to 5 years old and/or children 5 to 12 years old.
- Work weekend and irregular hours.
- Promote community interest in the performing arts.

License and Certificate:

- Possession of a valid California Class C Driver's License. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) government employer pull notice program, which confirms possession of a valid Driver's license and reflects the driving record.
- Verification of a negative TB skin test. If necessary, a chest x-ray may be required.
- Must pass fingerprint clearance test for all appropriate agencies.

Physical Requirements and Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require the mobility to stand, stoop, reach, and bend.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform lifting, pushing, and/or pulling, which does not exceed 50 pounds and is an infrequent aspect of the job.
- Is subject to inside environmental conditions.
- May be required to work evenings or weekends.
- Perform work which is primarily sedentary.