

HUMAN SERVICES PROGRAM MANAGER

DEFINITION

Under general supervision of the Human Services Superintendent maintains contract compliance for grant programs, plans new programs, and seeks funds and resources for community and human services programs and activities.

ESSENTIAL FUNCTIONS

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

Maintains contract compliance for grant programs, plans new programs and seeks new funds and resources for community and human services programs and activities; organizes career development activities; ensures that accounting, statistical, and other program data for AAA grants are collected and accountable for inspections and audits; responsible for funds/cash collected for activities and programs are properly accounted for and delivered to City Hall on a timely basis; solicits donations for programs and events; serves on a community program planning committee.

Assigns, modifies and delegates work assignments or duties of assigned staff; resolves problems pertaining to staff, services, and/or equipment/vehicle needs; plans, implements and assesses on-going programs, services, and functions of assigned programs and/or activities. Reviews and approves vouchers, reimbursements, program expenditures and payroll; administers contract programs with multiple funding sources; prepares grant proposals for grant-funded programs; develops and conducts staff training; reviews and reports incident/accidents, staff issues oversees and enforces compliance with contracts and City policies and procedures.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of human services program development and management methods and techniques

Knowledgeable of contract compliance, grant, and budget procedures

Knowledgeable of and ability to implement quality conflict resolution methods and processes

Skilled in monitoring, scheduling, and delegating work assignments to assigned staff

Skilled in creating, developing, reviewing and maintaining reports

Skilled in providing and following oral and written communications

Skilled in establishing and maintaining productive working relationships

Ability to effectively communicate verbally and in writing in English

Ability to complete essential functions with minimum supervision

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking, bending, and lifting up to 20 pounds. Incumbents may be exposed to repetitive motion, vision to monitor, infectious diseases or violent behavior.

QUALIFICATIONS

Masters degree in Social Work or closely related field, **AND** four (4) years experience providing progressively responsible work within a human services program including two (2) years leadership capacity. Must possess at the time of application and maintain a valid California Driver's License.