



# City of Phoenix

## CASEWORK SERVICES COORDINATOR

JOB CODE 07690

Effective Date: 07/96

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to plan, develop, and implement new and existing education and social services programs in the Education and Community Services Divisions of the Human Services Department. Work includes oversight of program development, funding requests, contract agreements, grant applications, and program evaluations. The incumbent serves as a liaison with network and provider agencies, community groups, other social service agencies and governmental entities to ensure effective operation of all programs. Supervision is exercised over specialized programmatic functions such as client financial assistance programs or delegate agency training. Work is reviewed by the Deputy Human Services Director through conferences, reports and results achieved.

### **ESSENTIAL FUNCTIONS:**

- Evaluates changes in organizational policies and procedures;
- Reviews, revises, and makes recommendations on division policies and procedures;
- Develops and revises general administrative manuals and reviews specialized manuals;
- Develops, reviews, and produces publications related to programmatic activities;
- Coordinates and prepares funding grant proposals;
- Negotiates, prepares, and oversees contracts with provider agencies;
- Coordinates the production of annual delegate agency reports;
- Develops and recommends new programs;
- Conducts evaluations of program effectiveness and client satisfaction;
- Supervises the client financial assistance programs;
- Supervises delegate agency training programs;
- Composes public reports;
- Prepares monthly reports on program status and accomplishments;
- Works on special projects as assigned by the Division Head;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.



## **City of Phoenix**

### **Required Knowledge, Skills and Abilities:**

Knowledge of:

- Principles and methods of social service or education programs planning and administration.
- Funding sources.
- The functions and operations of public/nonprofit agencies in social services and educational arenas.
- Modern office management principles, practices, and equipment.
- Principles and practices of public administration.
- Supervisory practices and techniques.
- Department and division goals, objectives, policies, and procedures.

Ability to:

- Analyze staff reports and records to ensure accuracy and completeness of information.
- Perform a broad range of supervisory responsibilities over others.
- Communicate orally with customers, clients, and the public in the English language using a telephone, in face-to-face, one-to-one setting, and in a group setting.
- Make decisions in accordance with rules, regulations, and ordinances.
- Analyze, interpret, and report research findings.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Utilize a personal computer and a variety of software packages in the production of documents and publications.
- Comprehend and make inferences from written material.
- Work cooperatively with other employees and the public.

### **Additional Requirements:**

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**



## **City of Phoenix**

Three years of responsible professional or administrative experience in early childhood education, education, social services, or public administration in a social service setting, and a bachelor's degree in early childhood education, education, social services, counseling, public or business administration, or a related field. A master's degree is preferred. Other combinations of experience and education that meet the minimum requirements may be substituted.