



City of Phoenix

DEPUTY HUMAN SERVICES DIRECTOR

JOB CODE 07790

Effective Date: 06/11

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to plan, develop, coordinate, and administer the various programs and activities of the Education (Head Start), Community Services, Senior Services, or Management Services Divisions. Work requires the application of advanced administrative techniques in directing and participating in a wide variety of human services activities. Incumbents work with a variety of private, public, health, welfare, and educational agencies. Work involves the use of initiative and independent judgment within the framework of established policies and procedures. Supervision is exercised over a large staff of supervisory, professional, paraprofessional, and clerical employees engaged in the planning, implementation, and operation of early childhood, community, and senior services programs. General supervision is received from the Human Services Director and performance is evaluated through conferences, reports, and results achieved.

ESSENTIAL FUNCTIONS:

- Provides overall administrative and program direction for assigned division;
- Evaluates social service needs in the community and plans and recommends programs and develops funding proposals to meet those needs;
- Coordinates existing program activities and new program proposals with other City departments and governmental, social service, and private community agencies to assure maximum program benefits and prevent duplication;
- Plans and coordinates program and facility expansion;
- Develops, implements, and monitors contracts for service with other providers;
- Establishes and monitors management controls for administrative, program, and fiscal procedures;
- Revises diverse program components to set and adjust priorities and policies;
- Provides technical assistance to project supervisors in planning and budgeting;
- Acts as the department's advisor to, and keeps citizen commissions informed of the status of programs;
- Provides secretarial services to commissions, and assists commissions in assessing community needs and establishing program priorities;
- Supervises the gathering of information, development of studies, compilation of materials, and writing of reports;
- Instructs and supervises personnel in general policies and procedures and conducts staff conferences and meetings;



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- Develops and maintains effective inter-agency working relationships and consults with governmental officials at the municipal, county, state, and federal levels and executives of business, private agencies, and community leaders;
- Develops techniques and systems of social service delivery;
- Works with the various committees of the Commission, Task Force, and Area Councils and secures their active participation in planning, providing services, and mobilizing community resources;
- Interprets the department's programs to various groups; Serves as representative of the City to citizens and organizations in the inner city;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Maintains regular and reliable attendance.
- 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.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of public and social service administration.
- Principles and practices of social service program planning.
- Principles and practices of personnel and budget management.
- Funding resources for project grants.
- Community groups and organizations involved in providing community and senior services.
- Federal, state, and local laws, ordinances, rules, and regulations related to social service programs.

Ability to:

- Understand individuals in poverty situations and assist them to develop initiative and resources to rise above poverty. • Understand individuals in poverty situations and assist them to develop initiative and resources to rise above poverty.
- Perform a broad range of supervisory responsibilities over others.
- Comprehend and make inferences from material written in the English language.
- Communicate orally in the English language with customers, clients, agencies, and the public using a telephone, and in group and face-to-face, one-on-one settings.



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- Work cooperatively with other employees, clients, and the public.
- Observe, compare, or monitor data to determine compliance with prescribed operating standards, program regulations, or contractual requirements.
- Review or check the work products of others to ensure conformance to standards.
- Produce documents written in the English language using proper sentence structure, punctuation, grammar, and spelling.

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:

Five years of experience in social service work or public finance and administration depending on assignment, and three years of experience in an administrative position with supervisory responsibility, and a bachelor's degree in sociology, business or public administration, counseling, education, psychology, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.