DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to assist the Human Services Director in planning, developing, and implementing policies and procedures, and in coordinating and supervising the various programs and activities of the Education (Head Start), Senior Services, and Youth Divisions. The incumbent administers comprehensive human services programs; prepares and reviews studies, reports, and annual budget recommendations; confers with other officials, citizens, and community organizations to explain the City's objectives, policies, services, and needs; and recommends changes in policy, procedure, and program development and implementation. The incumbent works under the general direction of the director and work is subject to evaluation based on results obtained.

ESSENTIAL FUNCTIONS:

- Acts in the Human Services Directors absence;
- Interprets policy and provides staff direction on policy and procedures;
- Directs research, procedural and administrative studies and preparation of reports relating to same;
- Supervises the work of assigned divisions and staff;
- Approves proposed budgets for functions;
- Confers with other officials, citizens, community groups, commissions, and councils to explain the City's objectives, policies, services, and needs as it relates to serving the community;
- Develops and maintains effective interagency working relationships with government officials at the municipal, county, state and federal levels, as well as business, private agencies, and community leaders;
- 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.

Required Knowledge, Skills and Abilities:

Knowledge of:
City of Phoenix

- 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:

- 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.
- 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:

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