

## HUMAN SERVICES COORDINATOR

### JOB DESCRIPTION

**Classification Responsibilities:** A Human Services Coordinator is responsible for performing a variety of administrative details in support of the Human Services, Diversity and Neighborhood Outreach Office. Duties include: providing research and administrative support to the Diversity and Neighborhood Outreach Director; researching and preparing technical social services reports to include collecting, interpreting, analyzing, and presenting relevant data; coordinating, monitoring, and implementing social service, diversity and neighborhood outreach programs or processes; and coordinating logistical support for meetings, events, activities, and special projects assigned to the human services program. Other duties include: staffing the Human Services Advisory Board (HSAB), assisting with the staffing of the Human Relations Advisory Board (HRAB), A Better Community (ABC) Utility Donation Program, and local funding resources; identifying and making recommendations to management and the City Council regarding human services policies, programs, and procedures; representing Council at Maricopa Association of Governments regional committees serving as proxy for Council representatives for Human Services issues; and dealing with matters that are highly visible. Assist the Director with implementation of diversity and neighborhood outreach initiatives through community outreach and education. This class may also have responsibility for supervising staff. The nature of the work will require frequent evening and weekend work. This class is allowed considerable independence of action.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. This class is FLSA exempt-administrative.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Social or Human Services, Business or Public Administration, or related field. Two plus (2+) years experience in social or human services.

**Special Requirements.** Must possess a valid Arizona Driver's License by hire date. Must have access to a personal vehicle on a regular basis in order to attend meetings, make site visits, and conduct research in neighborhoods and project sites. Requires valid liability insurance with minimum statutory coverage.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Considerable (3 - 5 years) progressively responsible experience in operating and administering social and service programs, neighborhood/community assistance, or citizen response programs, preferably in a municipal government setting is preferred. A background in social and human services and community outreach is highly desirable. Experience using a personal

computer (PC) for word processing, Internet, and other research and/or data analysis, and experience facilitating problem solving meetings is preferred. Ability to use Windows based PC programs such as Word, Access, Excel, and other programs such as ArcView GIS (Geographic Information System) and desktop publishing programs is also preferred. Bilingual skills: ability to speak, translate, and write English and Spanish is highly desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with the general public, other City employees, vendors, management, public officials, citizen advisory boards, and contractors to establish and maintain working relationships. Facilitates community meetings, provides training for nonprofit agencies, conducts information meetings for Human Services funding applicants, and conducts workshops on issues related to human services, diversity and neighborhood outreach initiatives and programs. Prepares and produces written documents and correspondence requiring independent judgment in handling problems of format, procedure, and context, including: reports and resolutions to management and City Council, statistical and descriptive reports, contracts, legal documents, meeting agendas, correspondence, and other materials of a general, or technical nature. Responds to routine contractor and resident inquiries.

**Manual/Physical:** Operates a personal computer (PC) and uses software (e.g., word processing, databases, spreadsheets, etc.) to prepare detailed and technical reports for use by City management, and department/division management. Attends meetings to coordinate efforts, represent the department, and collect information. Receives and reviews contractor's claims and reports and processes for payment. Maintains records on expenditures of funds by each agency for reporting to the HSAB, City staff and management and City Council. Conducts site visits of agencies to conduct program evaluations, offer technical assistance, monitor contracts and ensure funds are being spent according to contract performance standards. Reviews organizational documents and audits to assure the legitimacy of recipient agencies. Acts as staff liaison to the Human Services Advisory Board and assists with the Human Relations Advisory Board as needed (schedules meetings, develops meeting agendas, background materials, recommendations, etc.). Compares and monitors data (e.g., grant funds, budget, work flow, work performance, etc.) to determine compliance with division/department/City policies and guidelines. Operates a City vehicle requiring a standard Arizona Driver's License to attend meetings, inspect contractor/project sites, and deliver supplies. Enters data or information into a PC in order to compile, analyze, and evaluate data to identify trends and create reports. Prepares mail for distribution and mailings to boards, task forces, contractors, and other groups. Meets scheduling and attendance requirements.

**Mental:** Plans and organizes the activities for funding processes including application preparation and distribution, data tracking, research projects on report preparation, and distributing and reviewing proposals. Resolves procedural, operational work related problems such as resident complaints and requests for assistance. Prioritizes own work to include special research projects, reports, and invoice payment. Performs mathematical calculations, statistical computations, and financial analysis for grant expenditure tracking, program performance data, and analyzes use trends for program data. Prepares and presents the Human Services budget and the A Better Community (ABC) Utility Donation Program recommendations to management and City Council for approval. Tracks, researches, and gathers responses to legislative bills. Audits contractor's files and follows up on data discrepancies. Comprehends and makes inferences from written material to program rules for social service grant

programs. Learns job-related material through on-the-job training regarding social service, diversity and neighborhood outreach programs and processes.

**Knowledge and Abilities:**

Knowledge of:

PC software applications;  
community resources, and the operation of social service agencies;  
human services issues and practices;  
service contract administration principles and practices;  
the human and community services needs of individuals and families in lower socioeconomic levels, including the elderly, disabled and at-risk adult and youth populations;  
the human services and community assistance organizations operating programs in Mesa, the state, and the region;  
best practices in social and human services coordination and monitoring; and  
research techniques, statistics, and monitoring as related to public programs.

Ability to:

interact in a positive and supportive manner with nonprofit agencies that receive funds;  
understand the processes and procedures for implementing and administering various federal and state grants;  
exercise judgment and act independently in establishing or adapting work procedures;  
handle administrative details;  
make mathematical calculations with speed and accuracy;  
keep complex clerical records and prepare accurate reports from such records;  
prepare effective correspondence;  
deal with the general public tactfully and courteously;  
understand and follow oral and written instruction; and  
establish and maintain effective working relationships with City officials, coworkers, vendors, contractors, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of this job change.

Revised to Update Department Title 2/16

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 42-200

PAY GRADE: 46

IND-8810

SWORN-No