

HUMAN SERVICES ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: A Human Services Administrator is responsible for coordinating and managing both the Office of Homeless Solutions and Opioid Response Team within the Community Services Department. Duties include: forming/creating and driving the City's strategy in addressing homelessness and Mesa's opioid response with City Manager and City Council input and other social services with programs (example: Off-the-Streets Emergency Shelter, Opioid Response Team, Point in Time); resources (example: homeless resource line, first responder hotline); contracts (example: private and nonprofit partners); and partnerships locally and regionally (example: Maricopa Association of Governments; Maricopa County Human Services; Department of Public Health; Cities of Chandler, Glendale, Phoenix, Scottsdale, Tempe, etc.). Duties also include: bringing internal and local nonprofit partners (example: Police, Fire, Park Rangers, Courts, school officials, etc.) together to reduce silos in social services, address issues collaboratively, and address gaps in services; managing contract budget, general fund budget, and Opioid settlement funds; representing the City of Mesa in regional, city, and county discussions in addressing these issues; tracking and reporting progress, trends, and updates to City Council; and supervising professional staff. The nature of this work will require evening and weekend work. This position performs related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. This class is supervised by the Community Services Deputy Director through meetings, conferences, and the evaluation of overall results achieved. This class is FLSA exempt-professional.

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 Work, Sociology, Psychology, Education, Public Health, Human Services, Public Administration, Business Administration, or a related field. Five years of experience managing human services and/or social services programs. One year of supervisory experience.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire or promotion date.

Substance Abuse Testing. None

Preferred/Desirable Qualifications. A Master's Degree from an accredited college or university in Social Work, Sociology, Psychology, Education, Public Health, Human Services, Public Administration, Business Administration, or a related field is preferred. A background in homeless-related services is highly desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, other City employees, private and nonprofit partners, management, public officials, and other government organizations. Evaluates social service needs in the community, 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 agencies, social service providers, and private community agencies to ensure maximum program benefits, reduce silos, address issues collaboratively, and determine gaps in services. 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 and non-profit agencies, and community leaders. Presents program information in person or virtually to a variety of audiences with consideration of sensitive subject matter and critical needs of individuals. Prepares and produces written documents, correspondence, spreadsheets, forms, reports, visual aids, policies, procedures, and strategic plans.

Manual/Physical: Reviews work products of others to ensure compliance with department policies and procedures as well as federal program requirements. Observes subordinates' work performance. Collects, interprets, analyzes, manages, and presents homeless solutions programs, services, and strategies. Operates and uses a personal computer (PC), standard office equipment, and understands Homeless Management Information Systems (HMIS) to prepare documents and collect, review, and report data and information. Meets with staff, management, and other stakeholders. Attends meetings to coordinate efforts, represent the department and City, and collect and present information. Conducts site visits of agencies to conduct program evaluations, offers technical assistance, and manages contracts. Operates a City vehicle requiring a standard Class D Arizona Driver's License to attend meetings and conduct site visits. Meets scheduling and attendance requirements.

Mental: Plans, reviews, monitors, initiates, recommends, and facilitates the activities and programs of the Homeless Solutions Office within Human Services of the Community Services Department. Supervises and evaluates the work of staff performing a variety of administrative, professional, and field activities in support of the division's work. Prioritizes and assigns work to team members and prioritizes own work. Coordinates work activities and program functions such as program and division budgets and settlement funds, performance metrics, planning, and policy recommendations with other City departments, other cities, and other agencies. Develops divisional and other short- and long-term objectives and strategic and operational plans. Conducts research and analyzes data to make recommendations to appropriate personnel. Advises departments regarding implementation of social service programs, services, and partnerships. Comprehends and makes inferences from reports, correspondence, and informational materials in order to conduct business, provide information, and perform job duties.

Knowledge/Skills/Abilities:

Knowledge of:

applicable federal, state, and local laws, rules, ordinances, statutes, and regulations;
budgeting and auditing processes and principles;
performance measurement processes; and
research techniques, statistics, and budget preparation and monitoring as related to public administration.

Skill in:

addressing homelessness and substance use;
creating, updating, and implementing policies and procedures;
establishing strategic plans and developing and implementing goals and objectives;
overseeing, reviewing, and evaluating operations and activities for compliance with policies, procedures and requirements and navigating audit processes;
collecting and preparing data and evaluating and reporting on performance metrics;
identifying and addressing community needs and including best practices; and
overseeing budget processes, and addressing budget, personnel, safety, and facility-related matters.

Ability to:

act as point person on issues related to addressing homelessness in the City of Mesa, including working with City Council, responding to media requests, and working with and presenting to community groups;
coordinate program activities with outside agencies, organizations, and City staff;
actively participate in regional, city, and county discussions on how we work regionally in addressing homelessness and substance use;
provide analysis and reporting of homeless solutions, programs, services, and strategies;
manage contract and general fund budgets and settlement funds appropriately and according to program rules and policy regulations;
write grants and respond to proposals to increase funding for homeless programs;
supervise and review the work of subordinate staff; and
establish and maintain effective working relationships with the general public, other City employees, private and nonprofit partners, management, public officials, and other government organizations.

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 the job change.

New 1/24

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EEO-Prof

JOB FCTN-ADM

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PAY GRADE 57

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