

CITY OF GLENDORA
HUMAN SERVICES SUPERINTENDENT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under administrative direction, plans, directs, coordinates, and evaluates the activities of the Human Services Division and the Transportation Division; implements policies and establishes procedures related to each divisions' functions; develops and administers each divisions' budget; establishes and maintains effective contact with community leaders and groups; performs related duties as required.

CLASS CHARACTERISTICS

This class assists in formulating department policy, reports directly to the Director of Community Services, and supervises full-time, part-time, seasonal, and volunteer staff.

ESSENTIAL JOB FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

1. Develops, maintains and implements policies, procedures and regulations relating to Human Services and Transportation division programs and operations; ensures all activities and programs are conducted in accordance with related laws, ordinances, rules and regulations; ensures that policies are administered equitably. (a b d e f g h i j k m n o p)
2. Develops short and long term goals for each division; facilitates successful completion of set goals. (a b d e f g h i j k m n o p)
3. Plans, directs, and coordinates Human Services, Transportation and other specialized programs, services, and activities including Outreach, Nutrition and Information & Referral; manages contracts and cooperative agreements for Transportation and Human Services programs and classes. (a b d g h i m n o q r)
4. Directs facility management and maintenance for assigned facility; solicits, evaluates, and administers maintenance and repair contracts; oversees all facility usage and maintenance. (a b c d e g h i j k n o q r)
5. Represents the City at various meetings with community groups, clubs, and organizations; coordinates programs with local schools, hospitals, and community agencies. (a b c f i m q r)

6. Prepares and administers the budget for the Human Services and Transportation divisions; monitors expenditures to ensure fiscal responsibility; research, plan, and direct funds for capital projects. (a b c d g h i k n o p)
7. Prepares and administers grants and other proposals that provide funding; maintains and monitors requirements of county, state, and federal funding sources. (a b c d g h i k n o p)
8. Maintains Human Services Directory for referral of any available resources serving the community. (a b c d g h k l m)
9. Develops promotional materials for programs and services; markets Human Services programs and the Transportation services offered to the community and senior citizen residents. (a b c d f g i j k l m o q)
10. Provides initial evaluation services to assist the public in receiving counseling and educational programs designed to aid individuals toward social adjustment, finding employment, housing, educational opportunities and community resources. (a c d e g h i j k l m o q r)
11. Acts as liaison to local community colleges, universities, school districts, other governmental agencies, private organizations, the Senior Advisory Committee, and specialized user groups to enhance and expand existing programs and services. Serves as staff liaison to the Partners of La Fetra, a non-profit organization established to benefit the La Fetra Center; provides direction and guidance to board members as necessary. (a b c d f i j k m o)
12. Supervises, directs, and organizes the senior citizen activities, special events and related leisure and specialized services. (a c d e g h i j k l m o q r)
13. Conducts special studies as assigned and submits related reports. (a b d g j k o p)
14. Selects assigned employees; oversees an extensive volunteer program; plans and organizes work; develops and establishes work methods and standards; conducts or directs staff training and development; reviews and evaluates performance of employees and providers of contract services; executes disciplinary action. (a d e g q)
15. Manages and facilitates the rental of facilities including staffing, scheduling and collection of fees in accordance with set policies and procedures. (a b c f g o q r)

REQUISITE ABILITIES

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly and concisely, both orally and in writing.
- b. Research and prepare complex reports on a variety of subjects.
- c. Establish and maintain effective relationships with the community at large, the City Council, and other public officials.

- d. Plan, direct, and coordinate senior citizen and other human services programs.
- e. Train, supervise and evaluate employees.
- f. Represent the City in a variety of meetings.
- g. Make decisions regarding operational and personnel functions.
- h. Operate programs within allocated funding.
- i. Coordinate, organize and implement nutrition, recreation and leisure time activities and work with a variety of organizations.
- j. Understand, explain and apply policies and procedures.
- k. Analyze unusual situations and resolve them through application of management principles and practices.
- l. Prepare and distribute publicity related to division programs.
- m. Understand the diverse needs of senior citizens and design programs to meet those needs.
- n. Plan and enforce a balanced budget including the interpretation of financial statements and cost accounting reports.
- o. Identify methods to maximize service effectiveness and efficiency.
- p. Interpret financial statements and cost accounting reports. Administer contracts and ensure compliance with contract provisions.
- q. Work a flexible schedule.
- r. Mobility.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINES

Education and/or Experience *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

A Bachelor's degree with major course work in social sciences or related field and three years of increasingly responsible professional experience in human services, social services, or a related field.

Knowledge and Skill Levels

Extensive knowledge of the principles and practices of human services and transportation program delivery and operation; thorough knowledge of the

principles of organization, administration and supervision; community based resources, programs and organizations for referral purposes; federal and state regulations related to funding and grants proposals; methods and techniques of counseling; program evaluation and analysis methods; laws, ordinances, rules, and regulations governing the conduct of social services programs; organization of city government, and the effective methods of professional leadership within this framework; principles and practices of supervision; office management and municipal budgetary processes; basic social service concepts.

Special Requirements

Possession of, or ability to obtain, a Class C California driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with a variety of City staff and others. At least minimal environmental controls are in place to assure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.