

COMMUNITY PROGRAMS SUPERVISOR

*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 general direction, plans, organizes and supervises multiple assigned programs in support of community wellness and self-sufficiency thorough city-wide and community partnerships that promote, and enhance quality of life. Community programs facilitate access to medical services, food, social services, education and enrichment programs that promote overall community and individual wellness. Establishes programs that allow for community awareness, stability, and safety. Supervises community resource center staff and collaborates with housing and other city departments to provide and expand services. Analyzes current program efficacy, surveys community need and establishes new programs to help meet the needs of the community.

DESTINGUISHING CHARACTERISTICS

Responsible for the design, development, implementation, monitoring, budgeting, fund allocation, and outcomes of community programs and services intended to assist economically disadvantaged regions within the community. Incumbents are assigned responsibility for programs or key programmatic or functional areas affecting community programs and resources and are expected to provide leadership, organizational skills and program oversight to ensure successful outcomes. This is a supervisory level class responsible for oversight of a wide variety of community programs and services.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Plans, organizes, directs and coordinates community programs aimed at achieving improved economic, educational, health and wellness and community safety objectives.

Develops and coordinates short and long-term program planning; sets and manages program budget, seeks and writes grants or funding as appropriate.

Evaluates program delivery and needs, and make recommendations, as appropriate.

Prepares and administers program contracts and agreements for community programs and services.

Provides supervision to assigned staff; assigns and reviews staff work; sets performance goals; conducts performance evaluations. Trains staff on new procedures.

Collaborates with internal staff and external community organizations to establish new procedures to existing programs or to incorporate or create new programs based on community need. Confers with county, regional agencies, city officials, and department heads, regarding community health, safety and educational issues.

Leads, supervises and coordinates community-wide efforts in developing and disseminating special community programs. Responds to community concerns. Follows up to ensure that concerns, needs and requests are responded to.

Attends various meetings related to program objectives.

Represent the City at community meetings and projects, and at professional organizational meetings as assigned.

Speaks before meetings of civic and community organizations; takes proactive steps to build positive relationships with key civic and community leaders.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of supervision and training;
- Principles, practices, and techniques of program management including fiscal and budget management;
- Principles of community organization;
- Contract development;
- Applicable funding sources;
- Planning, evaluation and statistical methods;
- Literacy and educational programs;
- Homelessness and gang safety and service protocols;
- Community engagement strategies and group facilitation;
- Local social service, faith-based organizations and food resources available to individuals and families;
- Job readiness programs;
- Cultural and ethnic diversity within the community;
- Basic office procedures, methods and computer equipment;
- English usage, spelling, composition, grammar and punctuation;
- Applicable policies, codes, ordinances and regulations;
- Recreational, cultural and social needs of the community.

Ability to:

- Coordinate, direct, monitor and evaluate program activities;
- Foster and maintain a positive public image for community programs;
- Speak effectively in public;
- Effectively collaborate with city staff, law enforcement and a variety of community agencies, educational organizations and members of the community;
- Research and develop programs to meet the needs of a diverse community;
- Respond to requests and inquiries from city officials and city council;

- Interpret and explain departmental policies;
- Work with other City departments and community groups in a positive manner;
- Evaluate programs in terms of cost, efficiency, purpose and future needs, and recommend changes;
- Establish and maintain effective working relationships with staff and with diversified population groups having a variety of needs and expectations.

Experience and Training

Experience: Five years of progressively responsible professional experience in the administration of community programs and/or services . And two (2) years in a supervisory or lead capacity in community programs, social services, outreach, or housing-focused programs.

Training: An Associates degree in social work, public administration, or a related field.
OR the equivalent of an Associates degree (60 semester units or 90 quarter units) in social work, public administration, or a related field.

License/Certificate: Possession of, or ability to obtain and maintain a valid California driver's license.

Special Requirements:

Bilingual ability to read and speak in English/Spanish is highly desirable.

WORKING CONDITIONS

Environmental Conditions: Indoor and outdoor environment; extensive public contact; exposure to computer screens.

Physical Conditions: Essential functions may require maintaining physical ability and mobility necessary for: walking, bending, stooping, crouching, kneeling, twisting or standing; heavy, moderate or light lifting; use of fingers, hands and arms for reaching, pushing, pulling; speaking and hearing to exchange information; visual acuity to read or observe and interpret information and events; and traveling to various work locations.