



City of Tempe

DEPUTY HUMAN SERVICES DIRECTOR

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	018	<i>Department:</i>	Community Health and Human Services
<i>Supervision Level:</i>	Deputy Director	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Unclassified**	<i>Market Group:</i>	Deputy City Manager
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range

****This classification is unclassified which means the employee, or the City can terminate the employment relationship at any time, for any or no reason, with or without cause or notice.**

REPORTING RELATIONSHIPS

Receives direction from the Community Health and Human Services Director.

Exercises direct supervision over professional, supervisory, technical, and administrative staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Five (5) years of experience in human services, public administration, or related field including three (3) years of supervisory experience.
<i>Education:</i>	Bachelor's degree from an accredited college or university in social work, public administration, criminal justice, sociology, education, psychology or a degree related to the core functions of this position.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform professional administrative work in the management, organization and coordination of the programs and activities of the Community Health and Human Services Department.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Serve as a faculty member of the Tempe Learning Center.
- Provide pro-active performance planning utilizing performance management tools.
- Oversees boards and commission as assigned.
- Perform related duties as assigned.

When assigned to Housing Services:

- Recommend Division goals and objectives; assist in the development of policies and procedures; develop and administer programs designed to meet the housing needs of the community.
- Prepare the Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Draft and coordinate the Consolidated and Annual Plans, including required community involvement, notices, publications and preparation of the final documents, transmission and coordination with the Department of Housing and Urban Development (HUD).
- Prepare a variety of records, forms, documents and reports for Housing Choice Voucher program, Community Development Block Grant (CDBG), HOME and related grant programs using IDIS and related systems to include financial reports, allocation reports, and annual reports for HUD, City Council, Tempe Housing Authority Board, and Human Services. Activities include but not limited to: Section 8 year-end settlements, CAPER submittals, budget monitoring schedules, sub-recipient monitoring, and Agency Plan reviews.
- Monitor City programs, peer programs, sub recipients, consultants and program participants for compliance with federal requirements and guidelines and authorize payments accordingly, work with City Attorney's office to ensure programmatic compliance.
- Acts as a liaison to the regional HUD office, Tempe Housing Authority Board, Housing Trust Fund Advisory Board, Tempe Coalition for Affordable Housing, Inc., and the Community Development Department.
- Manage all budget sources, including Federal Agencies related to Housing programs; analyze, and present financial updates, develop future recommendations, and provide technical expertise for Tempe Housing Authority Governing Board.
- Administer City of Tempe Council Initiatives related to the development of affordable and workforce housing (Home Town for All, etc.); Manage the non-profit affiliate of the City of Tempe Housing Authority, including management oversight of permanently affordable and workforce housing inventory.
- Support efficient development of additional affordable and workforce housing units via coordination with multiple City departments.
- Select, train and evaluate personnel; conduct and review performance evaluations; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.

When assigned to Social Services:

- Evaluate the community need for social services, mental health, substance abuse services, and barriers to housing, and plans and recommends programs, and develop funding proposals to meet those needs.

- Develop and coordinate program activities and initiatives that improve the wellbeing of residents through the delivery of social services, mental health services (crisis intervention and counseling), veteran services, and targeting of issues contributing to homelessness and justice involved clients with other City departments, other jurisdictions, and community agencies to assure maximum program benefits and optimized partner integration. Emphasis is placed on trauma healing and informed responses to community needs.
- Recommend Division goals and objectives; assist in the development of policies and procedures; develop and administer programs designed to meet the special needs of youths, adults and families in the community.
- Direct, oversee and participate in the development of the Division work plan; assign work activities, projects and programs; monitor workflow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Consult with school and training agency officials, police, probation, federal, state, and local veteran services, public assistance workers, and public and private agency officials to seek assistance and find solutions to participant problems.
- Prepare the Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Select, train, and evaluate personnel; conduct and review performance evaluations; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Participate on a variety of committees relating to Division programs and activities; prepare and deliver presentations to civic and community groups about Division programs.
- Attend and participate in monthly staff meetings; confer with the City Attorney, City Prosecutors and City Managers in resolving special program issues; prepare and submit reports regarding the progress of program participants and the overall program.
- Respond to and resolve difficult and sensitive resident inquiries and complaints.
- Provide technical assistance to staff, groups and agencies.

When assigned to Tempe Community Council (TCC):

- Provides executive leadership to the Tempe Community Council (TCC) Board.
- Establishes and maintains ongoing effective communication with TCC Board members.
- Support TCC Board's mission.
- Recommend TCC Division goals and objectives; assist in the development of policies and procedures; develop and administer programs designed to meet the Human Services needs of children, of youths, adults and families in the community.
- Direct, oversee and participate in the development of the Division work plan; assign work activities, projects and programs; monitor workflow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Monitor and evaluate the efficiency and effectiveness of Tempe agencies receiving public funds including service delivery methods, workloads, administrative systems, and overall mission.
- Solicit input from and collaboratively interact with city, public entities, non-profits and community agencies.

- Comprehend and make inferences from written materials and collect and analyze data in order to maintain statistics.
- Make presentations to the City Council, neighborhood organizations, non-profits and other community partners.
- Evaluates social service needs in the community and 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, social service, and private community agencies to assure maximum program benefits and prevent duplication.
- Prepare the Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Select, train and evaluate personnel; conduct and review performance evaluations; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Participate on a variety of committees relating to Division programs and activities; prepare and deliver presentations to civic and community groups about Division programs.
- Attend and participate in monthly staff meetings; confer with the City Attorney, City Prosecutors and City Managers in resolving special program issues; prepare and submit reports regarding the progress of program participants and the overall program.
- Respond to and build consensus on difficult and sensitive citizen/community inquiries and complaints.
- Provide technical assistance to staff, groups and agencies.

When assigned to Wellbeing and Empowerment Services:

- Evaluate community empowerment and wellbeing needs in the community plans and recommend programs, and develop funding proposals to meet those needs, with emphasis placed on education and prevention efforts.
- Develop and coordinate program activities and initiatives that improve the health and wellbeing of residents with other City departments, other jurisdictions, and community agencies to assure maximum program benefits and prevent duplication. Programs include community health workers, child care, early literacy programs, college and career guidance, workforce development, and employment services.
- Recommend Division goals and objectives; assist in the development of policies and procedures; develop and administer programs designed to meet the health, education, employability, and life-skill needs of youths, adults, and families in the community.
- Direct, oversee and participate in the development of the Division work plan; assign work activities, projects and programs; monitor workflow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Develop and maintain effective inter-agency working relationships and consults with officials, school district and/or university representatives, private agencies, and community leaders. Work with the various stakeholders benefit the community.

- Coordinate program activities with other City departments and outside agencies such as governmental, social service, schools, and private community agencies for maximum program benefit and to prevent duplication of services.
- Prepare the Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Select, train and evaluate personnel; conduct and review performance evaluations; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Participate on a variety of committees relating to Division programs and activities; prepare and deliver presentations to civic and community groups about Division programs.
- Attend and participate in monthly staff meetings; confer with the City Attorney, City Prosecutors and City Managers in resolving special program issues; prepare and submit reports regarding the progress of program participants and the overall program.
- Respond to and resolve difficult and sensitive resident inquiries and complaints.
- Provide technical assistance to staff, groups and agencies.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ: Competencies](#)

JOB DESCRIPTION HISTORY

Effective November 1988

Revised May 1996

Revised July 2002 (Range Changed)

Revised June 2007(updated minimum qualification, exp & trainings)

Revised Sept 2010 (title change, added Position Information, format changes)

Revised Nov 2014 (title change, updated minimum qualifications, added physical & mental activities examples)

Revised Nov 2015 (job title and job duties)

Revised April 2018 (minor corrections under the TCC assignment)

Revised July 2021 (update job duties, added When assigned to Housing Solutions)

Revised March 2022 (update Housing Solutions to Housing Services)

Revised October 2023 (update minimum quals, added When assigned to EFCS)

Revised May 2023 (update min quals and job duties under Social Svcs and When assigned to Wellbeing and Empowerment Services)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Job Title: Deputy Human Services Director

Job Code: 018

	Never	Occas.	Freq.	Contin.
ENDURANCE / ENVIRONMENT / MOVEMENT	0% of time	1-35% of time	36-65% of time	66-100% of time
Sit			X	
Stationary / Stand			X	
Move / Traverse		X		
Machinery*	X			
Electrical*	X			
Power Tools*	X			
Hand Tools*	X			
Personal Protective Equipment*	X			
Respirator*	X			
Airborne Chemical Exposure	X			
Airborne Biological Exposure	X			
Computer Software				X
Physically handling of chemicals	X			
Indoors				X
Outdoors		X		
Around, in or on water	X			
Extreme Heat		X		
Extreme Cold	X			
Office Setting				X
Confined Spaces	X			
Excessive Noise**	X			
Heights	X			
Sewage Exposure	X			
Bodily Fluid or bloodborne pathogen exposure	X			
Bend / Stoop / Twist	X			
Crouch / Squat	X			
Kneel / Crawl	X			
Above Shoulder Level	X			
Below Shoulder Level	X			
Repetitive Arm Use	X			
Repetitive Wrist Use	X			
Repetitive Hand Use	X			
Climb Stairs / Ladders	X			
Neck Range of Motion	X			
Traverse Uneven Surface	X			
Traverse Even Surface	X			

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?		X
Will this vehicle require a Commercial Drivers License?		X

VISION REQUIREMENTS	YES	NO
Close (clear vision at 20 inches or less)		X
Distance (clear vision at 20 feet or more)		X
Color (ability to identify and distinguish colors)		X
Depth Perception (three-dimensional vision, ability to judge distances and		X
Peripheral (ability to observe an area that can be seen up and down or to the		X
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)		X

Maximum LIFT / CARRY	Lift	Carry	Maximum PUSH / PULL	Push	Pull
5-25lbs			5-25lbs		
26-50lbs			26-50lbs		
51-75lbs			51-75lbs		
76-100lbs			76-100lbs		

ADDITIONAL CONSIDERATIONS:
- May require working extended hours.

*DEFINITIONS/EXAMPLES
Machinery: bucket truck, riding mowers, backhoe etc.
Electrical: wiring, outlets, fuses etc.
Power Tools: push mowers, jackhammers, drills, chainsaw etc.
Hand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.
Personal Protective Equipment: Tyvek coveralls, hard hats, fall protection harness etc.
Excessive Noise exists when you raise your voice to communicate with someone who is 3 ft away.
Respirators: 1/2 face or full-face cartridge.
Hepatitis A and Hepatitis B vaccinations are offered to employees in the OSHA bloodborne pathogens

***Hearing test is required*