



City of Tempe

HUMAN SERVICES MANAGER

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	421	<i>Department:</i>	Human Services
<i>Supervision Level:</i>	Manager	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Museum Manager
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No

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

REPORTING RELATIONSHIPS

Receives general supervision from the Human Services Director or designee.

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

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four (4) years of experience in the implementation and coordination of social services and activities, community programs and activities, early childhood education, including two (2) years of supervisory experience.
<i>Education:</i>	Equivalent to a bachelor’s degree from an accredited college or university with major coursework in social work, human services, sociology, public administration, education, or a degree related to the core functions of this position. Master’s degree is preferred.
<i>License / Certification:</i>	<p>Possession of a valid driver’s license.</p> <p><u>When assigned to CARE 7:</u></p> <p>Possession of one (1) or more Mental Health Professional Certificates, noted below, from the Arizona Board of Behavioral Health Examiners is preferred for CARE 7:</p> <ul style="list-style-type: none"> ● Licensed Professional Counselor (LPC) ● Licensed Master’s Social Worker (LMSW) ● Licensed Clinical Social Worker (LCSW) <p><u>When assigned to Community Supervision and Counseling Services:</u></p> <p>Possession of one (1) or more Mental Health Professional Certificates, noted below, from the Arizona Board of Behavioral Health Examiners is required for Community Supervision and Counseling Services:</p>

	<ul style="list-style-type: none"> ● Licensed Professional Counselor (LPC) ● Licensed Clinical Social Worker (LCSW) <p><u>When assigned to Kid Zone Program:</u></p> <ul style="list-style-type: none"> ● Ability to obtain a State of Arizona Child Care Site Director license, as needed. ● Possession of First Aid and CPR certifications. ● Possession of or required to obtain within thirty (30) days of hire, a Level 1 Fingerprint Clearance card issued by the Arizona Department of Public Safety.
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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 oversee the coordination and implementation of initiatives, programs and services that impact the City’s Human Services continuum. To coordinate the execution of City Council strategic goals. To plan, organize, and manage the operations of a Human Services section and the related resources, staff, and external stakeholder relationships.

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.

- Participate in the selection and supervision of staff including: hiring, coordinate training, correct deficiencies, and implement disciplinary action as necessary; accomplish objectives through innovative management techniques, promoting teamwork and continuous improvement.
- Develop, implement, and evaluate assigned section operations and services for performance, effectiveness and efficiency; recommend and implement operational improvements; Plan for growth and future program needs; plan, implement, and promote special events and activities for the assigned section as appropriate.
- Recommend and assist in the implementation of department strategic planning and assigned section goals/objectives; actively support achievement of City Council strategic priorities for Human Services; recommend and implement policies and operating procedures to support/sustain these efforts.
- Research, prepare and present comprehensive reports and recommendations to City Council, senior management, commissions, boards, residents, and external stakeholders.

- Respond to and resolve difficult and sensitive inquiries, complaints and requests for services from the City Council, senior management, residents, and external stake holders.
- Ensure program compliance with all relevant laws, regulations, ordinances, intergovernmental agreements, contracts, and grants; maintain awareness of new legal requirements, regulations and policy developments that may impact services to incorporate into programming as appropriate; consult with city attorneys on program issues.
- Participate in the development of the department operating and/or Capital Improvement Program (CIP) budget; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies.
- Administer and monitor budget for assigned section and ensure proper budgetary controls.
- Research, apply for, and administer alternative funding sources and grants that will enhance the services and programs; monitor financials and submit reconciliation reports to funders as requested.
- Staff and support board and commission meetings as requested.
- Coordinate with other city departments as appropriate.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

When assigned to CARE 7:

- Manage 24-hour program with staff working off-shift; provide emergency supervision as needed; compile and publish 24-hour schedule each month and assign coverage as needed for full-time staff (vacation, sick time, holidays).
- Maintain positive working relationships with closely aligned public safety partners to ensure continued high-quality response for crisis intervention and victim services
- Manage facilities at which programming occurs.
- Seek, apply, manage, and report on grants for Victim Advocates and additional staffing, operational needs, and special projects; manage ongoing multiyear grants for staffing/service provision, and ensure continued funding from various sources.
- Manage volunteer and intern program; coordinate recruitment and outreach, participate in selection and training of volunteers and interns.
- Coordinate special short-term/one-time projects (i.e. Homeless Outreach Initiative).

When assigned to Community Supervision and Counseling Services:

- Develop, implement, evaluate, and maintain a comprehensive system of programming for clients referred to counseling services, diversion, supervised probation, and home detention.
- Coordinate assigned section activities with contracted/licensed social service agencies, City programs, local social services programs and community groups.
- Monitor professional services contracts with a variety of social service agencies.

- Manage and ensure compliance for Arizona State Department of Health licensure for an outpatient counseling facility.
- Liaison with Tempe Prosecutor Office, Tempe City Court, and other criminal justice organizations to maintain high quality programming.
- Report on section activities, achievements and problems to Human Service Director, or designee; report on programs status, workload indicators, and outcomes.
- Ensure compliance for all court ordered programming.
- Manage volunteer and intern program; coordinate recruitment and outreach, participate in selection and training of volunteers and interns.
- Aid staff with risk/needs management recommendations for releasing authority reports; Coordinate discharge plan interventions and supervision tenants for community-based offenders.

When assigned to Education, Families & Youth Development:

- Advise Mayor and Council, City Manager and senior management on education issues; serve as staff person assigned to attend education activities / events / meetings; school governing board meetings; and other education committees as needed.
- Convene regular meetings with community stakeholders and/or City Councilmembers to communicate initiatives and to work with aligning objectives with City departments.
- Serve as a technical resource and point of contact between the City and educational organizations and collaborate with educational partners to serve as education community consultants to City departments.
- Facilitate communication and positive working relationships between the City and educational organizations.
- Research policy issues on specific education issues, or concerns and arrange meetings between education representatives, City staff and / or elected officials when necessary.
- Assist in City education services and program development activities; work with staff in conjunction with educational organizations to plan and implement new projects and programs.
- Provide staff support to internal education workgroups or committees and coordinate City response on education issues with other departments, agencies and teams.

When assigned to Homeless Solutions:

- Actively participate in U.S. Department of Housing and Urban Development (HUD) Homeless Programs and local Continuum of Care funded homeless programs.
- Actively participate in Maricopa Regional Continuum of Care activities including active involvement on committees, when applicable.
- Coordinate program activities with those of other departments, outside agencies, organizations, and city staff, such as the Homeless Encampment Response services.
- Plan, prioritize, assign, supervise and review the work of the Homeless Outreach Program Effort (HOPE) staff and interns.
- Lead the Homeless Solutions Task Force.

- Manage outreach efforts and case management in support of the Human Services emergency shelter system.
- Manage participation in local coordinated entry process for both families and singles.
- Ensure the proper utilization of housing assessment tools (VI-SPDAT, SPDAT, FSPDAT).
- Serve as an administrator for the Homeless Management Information System (HMIS).
- Manage databases and data collection; provide analysis and reporting of homeless solutions programs, services and strategies for Homeless Solutions.
- Facilitate, evaluate and report on the housing and Urban Development (HUD) Tempe Point in Time Homeless Street Count.
- Research, write grants and respond to proposals to increase funding for homelessness programs.
- Establish ending homelessness solutions priorities and communicate vision and goals to internal and external stakeholders.
- Act as point person on issues related to ending homelessness, including working with City Council, responding to media requests, working with and presenting to community groups.

When assigned to Housing Services:

- 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.
- 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.
- Analyze, develop and present financial updates, status reports, future recommendations, and provide technical expertise for Tempe Housing Authority Board.
- Assist in planning, implementing and evaluating revitalization programs regarding commercial façade improvements, neighborhood revitalization programs, home ownership, commercial and residential rehabilitations, slum and blight removal, public improvements, property acquisition, public services and economic development.
- Communicate and provide information to the public regarding housing assistance, home improvement programs, affordable housing programs, and fair housing programs.

When assigned to Kid Zone Program:

- Develop and administer Kid Zone Enrichment programs designed to meet the needs of children, youth, families and school district staff throughout the community.

- Consult with school and agency officials, Department of Health Services (DHS), National Afterschool Association (NAA), and Department of Economic Services (DES), to ensure compliance and to enhance programming.
- Maintain contracts and reports with DES for site services to individual families.
- Maintain DHS program licenses and comply with rules and regulations, reports and re-licensure responsibilities.
- Develop and administer all human resources functions for part-time staff hiring process including fingerprinting, City paperwork and orientation, drug testing and background checks.
- Provide or coordinate staff training programs to meet DHS, DES, NAC and NAA requirements for employees.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
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 June 2001

Revised March 2004 (title, range, duty statement, and training guideline changes)

Revised December 2005

Revised December 2010 (title change)

Revised March 2015 (title change; essential functions)

Revised March 2017 (update supervision received)

Revised May 2018 (update job title from Housing & Revitalization Mgr, min quals and job duties)

Revised July 2019 (updated MQs to include Kid Zone, added When assigned to Kid Zone)

Revised July 2021 (added When assigned to Homeless Solutions & licensure requirements)

Revised September 2021 (updated MQs and titles for assigned areas)