



# City of Tempe

## SOCIAL SERVICES COORDINATOR+

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	240	<i>Department:</i>	Human Services
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Sr. Recreation Coordinator+
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No
Click <a href="#">here</a> for more job classification information including current salary range.			

DISTINGUISHING CHARACTERISTICS
This is the journey-level professional class in the Social Services Coordinator series. This class is distinguished from the Sr. Social Services Coordinator+ by the performance of less complex duties. Appointment to the higher level within the classification requires that the employee perform the full range of duties as a City of Tempe Social Services Coordinator with only occasional instruction or assistance as new or unusual situations arise and the employee is fully aware of the operating procedures and policies of the work unit.

REPORTING RELATIONSHIPS
Receives general supervision from Human Services Supervisor or from other supervisory or management staff.
Exercises direct supervision over other program staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Two (2) years of experience providing social service programs.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major course work in public administration, business administration, early childhood education, social work, sociology, psychology, education, or degree related to the core functions of this position. A master's degree is preferred.
<i>License / Certification:</i>	<ul style="list-style-type: none"> <li>• Possession of a valid driver's license.</li> <li>• May require the possession of, or required to obtain within six (6) months of hire, a CPR certification.</li> </ul>

## 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 plan, coordinate, supervise, and assist with specialized activities, services, and staff relative to assigned area of responsibility within the City of Tempe's 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.

- Participate in the selection of staff; provide or coordinate staff training; plan, prioritize, assign, supervise and review the work of staff involved in the program area; work with employees to correct deficiencies; implement disciplinary procedures.
- May assist in recommending and implementing goals and objectives, policies and procedures and establish schedules and methods for specialized programs. .
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Direct operations of assigned program to include the overseeing and administering of facility use contracts where applicable; schedule program providers and facilities for program offerings; schedule, coordinate and assign personnel to projects; maintain applicable compliance licenses.
- Consult with school officials, non-profit organizations, police, probation officers, public assistance workers, employment service counselors, civic organizations, and other public and private agencies in seeking solutions to problems affecting youths or adults.
- May be required to meet in person with stakeholders and program participants, as well as transport participants to resources and services as needed.
- Develop and encourage community participation in programs and services through press releases, presentations, and referrals.
- Maintain records and prepare reports of program activities.
- Purchase supplies; maintain inventory control; prepare purchase requisitions.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

### **When assigned to Homeless Solutions:**

- Research, recommend, and develop programs that will reduce homelessness in the City of Tempe.
- Coordinates activities and serves as liaison between the City of Tempe, the U.S. Department of Housing and Urban Development, other state and public agencies and a variety of social service and private agencies. Participate in Continuum of Care, including Coordinated Entry activities.
- Assist with writing grants and responding to proposals to increase funding for homeless programs.

- Assist with reporting, as required, to the City Council, Council Subcommittees and other Departments and Agencies.
- Participate in the evaluation of homeless/social service/job training and employment programs specific to Homeless Outreach serving Tempe residents.
- Assist in program budget development; tracks and documents program budget expenditures and resources.

**When assigned to Tempe Works:**

- Coordinates case management, services, resources, and employment of Tempe Works participants across all stakeholders.
- Coordinates program management activities, resources, wrap around services, wages, job training and information.
- Research, recommend, and develop programs that will end homelessness through shelter, housing, workforce development, and employment opportunities in the City of Tempe; conducts program outreach to external partners to expand program participation.
- Assist with writing grants and responding to proposals to increase funding for Tempe Works.
- Assist with reporting, as required, to the City Council, Council Subcommittees and other Departments and Agencies.
- Participate in the evaluation of homeless/social service/job training and employment programs specific to Tempe Works serving Tempe residents.
- Assist in program budget development; tracks and documents program budget expenditures and resources.

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
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

JOB DESCRIPTION HISTORY
<i>Effective November 1988</i>

*Revised August 1995*

*Revised June 2000 (Title Change)*

*Revised July 2006*

*Revised August 2008 (update license/certification)*

*Revised Feb 2011 (Driver's license requirement)*

*Revised July 2016 (removed Library Division and Community Services Dept.)*

*Revised January 2022 (update min quals, essential job functions, and added when assigned to Homeless Solutions & Tempe Works duties)*