

CITY OF GLENDALE

TITLE:	Community Action Program Administrator	CLASS CODE:	503
REPORTS TO:	Deputy City Manager	GRADE:	32
DEPARTMENT:	Community Services	FLSA:	E

JOB SPECIFICATION DATE: June 2, 2010

JOB SUMMARY

Plans, organizes, manages and evaluates the activities and staff of the Community Action Program division of the Community Services Group. Provides supervision to staff involved in providing social and family services to the community.

ESSENTIAL FUNCTIONS

1. Plans, organizes, manages and evaluates the activities and staff of the Community Action Program division.
2. Manages the delivery of social and family service programs including the administration of several grant-funded programs.
3. Manages the development and creation of comprehensive public reports which detail the goals related to identified community needs. These reports include the annual Community Action Plan and Community Needs Assessment, the Social Services Block Grant Annual Report, and other tracking reports required by local, state and federal guidelines.
4. Advises council and management on social issues in the community.
5. Develops and implements strategies in order to impact social and family needs of the community.
6. Develops and administers the division's budget; monitors and controls expenditures.
7. Represents the City in negotiating contracts with the County, State and local agencies in advocating resources for low-income residents in the community.
8. Works closely with community leaders and groups, agency representatives, governmental officials, business leaders and others to promote, coordinate, develop, and maintain effective services.
9. Serves as a staff liaison to the Community Action Program advisory board.
10. Provides staff training; assists staff in dealing with clients who have complex problems or special circumstances, and resolves disputes and complaints.
11. Prepares education and publicity programs to promote services and meet legal notice requirements.
12. Serves on various committees and councils related to the programs.

SECONDARY FUNCTIONS:

13. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Objectives and principles of community education programs
Community programs, resources and services available to assist youths, families and the community
Social programs and social service resources
Principles and practices of grant and public administration
Human behavior and emotional problems
Sociological and psychological problems of youth and their families

Ability to:

- Plan and organize the work of a program area
- Effectively supervise, train, and develop staff
- Establish and maintain effective working relationships with government officials, grant agencies, clients and community groups and agencies
- Deal effectively with difficult situations, solve problems and complaints
- Communicate effectively verbally and in writing

WORKING CONDITIONS

Office setting with frequent offsite meetings and door to door neighborhood contacts.

MINIMUM QUALIFICATIONS

Bachelor's degree in Social Work, Public Administration or related field and five years experience in the management of social service programs including grant/contract administration including two years supervisory experience.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

Possession of a valid Arizona Driver's License