

City of San Rafael
Job Class Specification

Job Title: Community Services Division Director

SUMMARY

The Community Services Division Director will assist the Assistant City Manager to manage, direct, supervise, and coordinate the activities of the Community Services Division (Division) of the City Manager's Department; serve as a specialist, liaison, and advocate for Community Services Division programs, with regular contact and interactions with City executive and mid-management positions, other public agencies, community organizations, regulatory and governmental agencies, and members of the public; prepare reports and conduct presentations to City Council, Boards, Commissions, and community groups; work cross-departmentally throughout the City and with community partners on homelessness related projects and service that support community well-being for vulnerable populations ;support development and management of department budget; and perform other related duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned.

- Assist in developing division goals and objectives; assist in the development of and implementation of policies and procedures.
- Plan, organize and direct activities of the Community Services Division.
- Direct, oversee, and participate in the development of the Division's work plans; assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Prepare the Division's budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.
- Recommend the recruitment and hire of personnel; provide or coordinate staff training; conduct performance evaluations; maintain discipline and high standards necessary for the efficient and professional operation of the department, implement discipline procedures.
- Represent the department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Research and prepare technical and administrative reports; prepare written correspondence.
- Lead the development of temporary, interim, or other related shelter programs or projects.
- Coordinate and integrate Division operations, including street outreach, encampment management and resolutions, and other related issues with other

City departments; public, private, and non-profit agencies; and community organizations.

- Provide information and regular updates to the Assistant City Manager, City Manager, City Council, community and other agencies about the Division and its programs and services.
- Research and secures new sources of public, private, and nonprofit funding to support homelessness solutions and community service strategies.
- Serve as staff on a variety of boards, commissions, and committees including to provide technical and professional advice; prepare and coordinate reports and presentations for City Council, community groups, and other agencies as necessary; ensures timely action on City Council directives and initiatives.
- Develop and maintains partnerships with regional and county agencies, private and non-profit organizations.
- Support county and region wide programs and initiatives aimed at resolving homelessness.
- Track relevant legislative measures relating to homelessness and community service programs and funding.
- Oversee public outreach and communications; engages the community for feedback on an ongoing basis, with particular attention to reaching underrepresented groups; regularly maintain the City's online, newsletter, and social media presence on the work of the Division.
- Work with consultants and vendors and manages related timelines and outcomes.
- Partner with Marin County to administer the Community Development Block Grant Program (CDBG), and other homelessness related programs and services.
- Measure the efficiency and effectiveness of programs and implement quality improvement measures.
- Provide oversight and lead in the development and implementation of the City's Homelessness Response Strategic Plan.
- Develop and maintain records, statistics and reports on Division related activities.
- Attend and participate in professional group meetings; maintaining awareness of new trends and developments in the field of planning, building, code enforcement, housing and economic development; incorporates new developments as appropriate.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

KNOWLEDGE OF:

Operational characteristics, services, and activities of Community Services Division functions. Applicable federal, state, and local laws, rules, codes, and regulations applicable to the areas of assignment. CDBG program legislation and regulations, including monitoring and assessment techniques, contract compliance and auditing, project development and management, and interpretation of program regulations. Principles and practices of program development and administration. Principles and practices of policy development and implementation. Principles and practices of leadership, customer service, motivation, team building and conflict resolution. Modern principles, practices, and techniques of homelessness response, outreach, and program design. Principles and practices of municipal budget preparation and administration. Principles of supervision, training, and performance evaluation. Personnel policies and practices. Pertinent federal, state, and local laws, codes, and regulations. Modern office practices, methods, and computer equipment including relevant software programs. Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.

ABILITY TO:

Organize and direct Community Services Division operations, ensuring compliance with City policies and procedures, local, state and federal laws and regulations. Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals. Gain cooperation through discussion and persuasion. Interpret and apply City and department policies, procedures, rules, and regulations. Supervise, train, and evaluate personnel. Oversee and participate in the management of a comprehensive planning program including current and advanced planning activities and projects. Analyze complex planning issues, evaluate alternatives, and reach sound conclusions. Exercise sound independent judgment. Adjust operating procedures as necessary to improve organizational effectiveness. Prepare clear and concise administrative and financial reports. Research, analyze, and evaluate new service delivery methods and techniques. Review and prepare ordinances, resolutions, and other legal documents. Interpret and apply federal, state, and local policies, laws, and regulations. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications. Communicate clearly and concisely, both orally and in writing.

EDUCATION AND EXPERIENCE: Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Education: Possession of the equivalent of a bachelor's degree from an accredited college or university with major coursework in public administration, public policy, public health, urban policy, business, economics, psychology, sociology or another field of study applicable to the responsibilities and requirements of this job class. Possession of a master's degree is desirable.

Experience: Five (5) years of progressively responsible professional experience in an administrative and/or managerial capacity in a municipal organization involving responsibility for the planning, organization, implementation and supervisions of governmental social service or community service, or in an organization where assignments were directly related to the program areas to demonstrate possession of the required knowledge and abilities, including work with citizen groups, public and private service agencies, government programs, and the public. At least (2) two years of supervisory experience. Fluency in a second language is desirable.

Working Conditions:

Environment: Work is primarily performed in a standard office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings. Incumbents may occasionally visit environments such as homeless encampments and support areas and may encounter offensive odors, high noise levels, and be exposed to pathogens and biohazards.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Department: City Manager
FLSA Status: Exempt
Prepared By: John Stefanski
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