

# COMMUNITY SERVICES SPECIALIST 1

## CLASS DESCRIPTION

### General Responsibilities:

This is responsible professional program/grant administration and staff support work relative to the neighborhood and community services administered by the Community Services Office. The work involves serving as a generalist relative to Community Services funding and programming activities and/or developing, implementing, coordinating, evaluating, and funding community programs for special needs neighborhoods and/or target groups. The work is performed under the general supervision of the Community Services Program Coordinator and involves working as part of a Community Resources Team with the Community Services Program Coordinator and other staff. This class may also serve as an entry-level for positions identified at the 2 level. However, movement to the 2 level is based on the needs of the department and is not automatic.

### Examples of Duties and Responsibilities:

Develop a network of services and groups to identify and address the needs of the special needs neighborhoods and/or target groups, recommend policy and procedures and provide technical assistance/ administrative consultation to funded and target group(s). Develop and coordinate the development of innovative approaches, programs, resources, etc. for addressing identified needs.

Conduct research into services gaps, target group needs, methods of developing involvement and successful outcomes, and potential funding sources.

Serve as liaison between the City, neighborhoods and neighborhood organizations, target group(s), providers, other governmental units/offices, non-profit organizations and other groups and organizations.

Utilize Neighborhood Indicators and other sources of data to evaluate problems and responses to issues in neighborhoods. Collect data from other sources and at the neighborhood level to determine validity of Neighborhood Indicators.

Staff, attend and/or facilitate meetings of neighborhood teams; advisory, citizen or oversight groups; Task Forces; or other related groups. Convene meetings; develop agendas; and prepare materials, proposals and reports as required. Coordinate activities with other staff and groups.

Identify appropriate resources and contacts and establish necessary working relationships and communication links with neighborhoods and/or target groups. Identify potential funding sources for specialized programs. Finalize and submit proposals and/or assist/encourage other groups to do so.

Administer grant and/or City funded programs, develop Requests for Proposals (RFP's) for specific services, coordinate vendor selection, develop purchase of service contracts, monitor

contract compliance and service delivery, and provide technical assistance to vendors. Complete and prepare required reports and documentation.

Assist with the assessment of community, social, and economic needs, especially as they relate to target group(s).

Identify potential funding sources for target service area(s) and/or for general human service needs. Collect necessary data and information to prepare grant proposals and budgets. Meet with appropriate agencies and groups to discuss draft proposals. Finalize and submit proposals. Establish and maintain necessary administrative policies, procedures and recordkeeping systems. Prepare and submit required reports and data.

Work as part of the Community Resources team during the purchase of service review process.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Knowledge of the theories, principles and practices relative to the administration, funding and delivery of human services. Knowledge of the social, economic, human service and legislative issues, community resources, and delivery systems associated with the target group(s). Knowledge of government contracting processes and grant writing techniques, policies, procedures and requirements. Knowledge of the needs of low-income individuals, families, and challenged neighborhoods. Knowledge of the services available to low-income individuals, families and challenged neighborhoods and the providers of those services. Knowledge of program planning and evaluation techniques including data and input collection and analysis, issue identification, performance monitoring and reporting. Knowledge of business administration principles and practices. Knowledge of community organizations; public, non-profit and private agencies; and groups providing services to the target group(s). Ability to research, write and administer grant and/or City-funded programs. Ability to analyze, summarize and articulate information and data. Ability to work with a variety of groups and individuals. Ability to establish and maintain effective working relationships with the public and other agencies and groups. Ability to communicate effectively, both orally and in writing. Ability to prepare technical and narrative reports and proposals. Ability to effectively staff and support committees, advisory groups and other related groups. Ability to provide technical assistance and administrative consultation to grant/purchase-of-service funded service providers. Ability to establish and implement program operation and monitoring procedures. Ability to maintain adequate attendance.

### Training and Experience:

One year of professional administrative, planning and/or human service delivery experience involving considerable emphasis on the development and/or review of grant-funded proposals, program supervision/administration and (in the case of specialized positions) experience with services to the target group(s). Such experience would normally be gained after graduation from an accredited college or university with a degree in Planning, Business

Administration, Public Administration, Social Work, Urban and Regional Planning or a related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Planning & Community & Economic Development/Community Development Division	18	06

Approved: \_\_\_\_\_  
 Brad Wirtz  
 Human Resources Director  
 Date