

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Yolanda Shelton-Morris

Work Phone: 608-266-6563

2. Class Title (i.e. payroll title):

Community Development Program Manager

3. Working Title (if any):

Community Resources Manager

4. Name & Class of First-Line Supervisor:

Jim O'Keefe

Work Phone: 608-266-6520

5. Department, Division & Section:

Community Development Division

6. Work Address:

215 Martin Luther King Jr., Blvd Suite 300

7. Hours/Week: 38.75

Start time: 8 AM End time: 4:30 PM (Schedule flexes due to required work after hours)

8. Date of hire in this position:

November 2019

9. From approximately what date has employee performed the work currently assigned:

May 2022

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10. Position Summary:

The Community Development Division supports organizations and activities that strive to improve the quality of life for City residents, strengthen neighborhoods, and help individuals and families overcome barriers to success that are rooted in economic, cultural, and social inequities. Through its work, CDD collaborates with residents, neighborhoods, and other community stakeholders to overcome barriers to opportunity to support a vibrant community, shared prosperity, and resident and community wellbeing.

Under the direct supervision of the Division Director, the Community Development Program Manager is responsible for leading a team of professionals focused on implementing the City's strategies, policies, and investments affecting community-based human services activities administered by the CDD.

Working with the CDD Director, the Community Development Program Manager administers over \$8 million in annual Purchase of Service (POS) contracts with partner agencies who receive City funds to carry out specified activities. The Program Manager's role is to help ensure that CDD a) uses authorized funds effectively for the

purposes intended by City policymakers, b) applies the principles of racial equity and social justice in its decisions and actions, and c) supports and collaborates with its community partners to the greatest extent possible. Additionally, the Program Manager makes recommendations to City leaders and elected officials regarding the effective use of City resources to support community-based human services. This role also includes management of the Madison Senior Center, including planning and oversight of its programs, day-to-day operations and budgets, staff supervision, public relations, facility utilization, and maintenance.

The Community Development Program Manager is a member of the Division's management team. In that capacity, s/he works to foster strategic partnerships with internal and external partners and devise programmatic approaches to the City's community development needs that maximize the effectiveness of available resources.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

25% A. Oversee the development and administration of systems, procedures, activities, and functioning of various programs administered by the Community Resources Unit

1. Oversee the allocation and administration of more than \$8 million annually of City-administered resources to approximately 70 human service agencies for use in addressing identified human service needs in Madison.
2. Play a lead role in designing and conducting multiple and recurring funding processes that allocate resources to qualified community partners to enable them to perform desired services or activities. Ensure that these processes are open, fair, and equitable and that, when possible, they leverage other available resources and promote collaboration.
3. Direct and facilitate the solicitation of community and stakeholder input in preparing Requests for Proposal (RFP) documents, conduct application workshops, assemble review teams that include persons who are representative of populations to be served and/or who have expertise in the area of funding to evaluate proposals, formulate funding recommendations to appropriate legislative committees and secure Common Council approval.
4. Lead the development and administration of standard purchase of service contracts to govern the relationships with funded agencies. Lead efforts to design and implement contract templates, systems and processes that ensure funded agencies use City funds as intended. Consult with the City Attorney's Office, and the Finance and Information Technology Services Departments, as needed, on specific contract, financial or process issues. Alter contract provisions, as needed, to accommodate unique circumstances. Monitor contract development and routing by city staff for timeliness, compliance, and quality issues.
5. Develop and supervise the application of contract oversight practices and protocols. Establish clear monitoring standards and service and financial reporting systems. Provide leadership and direction regarding communications with contracted organizations about issues related to program design, contract compliance and monitoring standards.
6. Develop and oversee protocols to ensure contracted services are delivered in a culturally and linguistically appropriate manner.
7. Provide and oversee the provision of technical assistance and other supports to contracted agencies on such things as financial record keeping and reporting, program planning, grant writing, service delivery and other related administrative and programmatic issues.
8. Identify and bring to the attention of CDD's Management Team, opportunities for improving CDD's practices and/or potential financial or policy issues that could impact the City's ability to effectively address community-based human service needs in the community.

9. Identify and raise to the appropriate leadership level issues with specific contract performance.
10. Under the direction of the Division Director, work with the Mayor and the Common Council to implement initiatives and special projects as identified and assigned.

25% B. Supervise the Community Resources Unit

1. Provide direct supervision and leadership to the team of professionals, currently comprised of six Community Development Specialists, one Facility and Services Supervisor, one Older Adult Program and Outreach Coordinator, one Facility Services Assistant, and one Community Development Technician within the Community Resources Unit.
2. Provide input and direction with regard to assessing community needs, developing collaborative strategies to address such needs, and implementing those strategies.
3. Provide oversight in all aspects of recruitment, hiring, job performance, and direction and guidance regarding contract management and strategies for community involvement and partner relationships.
4. Provide leadership and direction regarding communication with contracted organizations on issues related to program design, contract compliance, and monitoring standards. Provide and oversee the provision of by other staff, technical assistance, and other necessary supports to contracted agencies on topics such as financial record keeping and reporting, program planning, grant writing, service delivery and other related administrative and programmatic issues.
5. Monitor and manage the Community Resources budget, including the Madison Senior Center budget, using City financial management systems and ensure the timely draw down of purchase of service contract funds.
6. Provide supervision and direction to work affecting the creation and maintenance of internal contract development, tracking, and monitoring systems, as well as implementation of funding processes and RFPs, including the content and posting of public notifications via the Division's website.
7. Represent the Community Resources Unit at public meetings, community gatherings, and other comparable settings.
8. Provide support, guidance, and/or shared oversight to the work of CDD staff outside the Community Resources unit who are involved in administering or monitoring community resources contracts.

20% C. Oversee operations of the Madison Senior Center

1. Manage and maintain a high-quality, customer-focused Senior Center as a venue from which to offer a variety of multicultural programs and activities focused on older adults, especially those who are low-income, people of color, or from other traditionally under-represented populations.
2. Plan for and oversee efforts to secure funds from a variety of public and private sources, including private foundations, fundraising events, and donor campaigns for use in supporting costs related to programs, services, events, and activities at the Madison Senior Center.

3. Utilize existing City systems, and develop, utilize, and maintain Madison Senior Center-specific systems to track data on programming and facility usage, and prepare various reports. Evaluate processes regularly and report on the Madison Senior Center's programs, activities, and needs, including budgetary needs.
4. Oversee the policy and procedure development of facility/staff operating standards; modify as appropriate.
5. Represent the Madison Senior Center to aging network agencies, other governmental agencies, current/potential participants, the media, elected officials, and the public in a variety of administrative, community, and professional settings.
6. Provide input and direction with regard to general maintenance needs, equipment and building system repairs, and building renovations as well as rental contracts and policies for the scheduling of agencies and groups utilizing Madison Senior Center space.

20% D. Serve as part of the CDD Management Team

1. In alignment with the City's Results Madison framework, and further direction from the Mayor and Common Council, play a lead role in formulating and pursuing the Division's mission, goals and objectives with respect to strengthening neighborhood and addressing conditions that prevent disadvantaged residents from realizing their full potential.

Work collaboratively and share oversight with other Division managers in areas of shared responsibilities and interest.

2. Attend Department and Division Heads meetings. Provide staff support, as needed, to meetings, discussions and efforts initiated by, or on behalf of, the Mayor or his/her designee including developing agendas, planning meetings and coordinating follow-up.
3. Attend and provide support, as needed, to various City policy committees, Common Council and legislative committees, particularly the Community Services Committee and CDD Conference Committee, and cross agency meetings of City staff.
4. Advise the CDD Director on issues and developments pertaining to purchase of service contracts, funding process outcomes, emerging issues and other assigned projects.
5. Identify opportunities for the Division to continually evaluate its practices to be aligned with the tenets of racial equity and social justice.
6. Play a lead role and/or contribute to a broad range of special projects within CDD and the City.
7. Assist the Director in preparing and monitoring the CDD operating budget.
8. Keep the CDD Director informed as to employee performance, status of contracts and assigned projects, and emerging issues of interest to the Division and City.
9. Monitor proposed City legislation and actions and provide feedback as to potential impacts on CDD operations, community-based human services, neighborhoods, or targeted populations.

5% D. Service Planning and Resource Development

1. Provide input and direction to City efforts to assess the need for community-based human services area. Identify and access available data and information gleaned from staff and agency relationships, neighborhood indicators, neighborhood resource teams and service reports from contracted service agencies.

2. Develop strategic, cooperative, and collaborative relationships with other funders, research organizations, service continuum members, and community stakeholders to assist in service planning, delivery, and support.
3. Promote and lead community engagement efforts that seek broad public input into how CDD addresses human service needs in Madison, especially the needs of vulnerable populations.
4. Research and connect agencies to appropriate grant opportunities. Lead or support the City's own efforts to pursue available grant opportunities.

5% E. Staff Community Services and Committee on Aging Committees

1. Provide lead staff support to the Community Services Committee and Committee on Aging.
2. In consultation with the CDD Director, plan and prepare monthly Committee agendas.
3. Prepare and provide Committee members documents, background, and other materials necessary to complete Committee business.
4. Attend Committee meetings, assist Committee chairs in the conduct of business, and serve as the primary staff resource to Committee members.
5. Coordinate the appearances before the Committee of the CDD Director, other Division staff, and contract service providers, as needed.
6. Play a lead role in soliciting Committee input into how CDD plans for and carries out strategies to address the City's community-based human services objectives including long-range plans regarding the use and functions of the Madison Senior Center.
7. Work with the Committees' chairs to provide opportunities for citizen participation.

12. Primary knowledge, skills, and abilities required:

Thorough knowledge of the theories, principles and practices associated with administering, funding and delivering community-based human services. Thorough knowledge of the relationships between social, economic and human service issues. Thorough knowledge of, and commitment to, the principles of racial equity and social justice particularly as they apply to serving disadvantaged or marginalized members of our community. A deep understanding of non-profit service organizations with respect to such things as their organizational structures, financing and service delivery practices. A familiarity with available local community resources and delivery systems. Strong working knowledge of principles and practices affecting public funding processes, contracting, budgeting and cost reporting. General knowledge of federal and state laws and administrative rules governing the administration and delivery of community-based human services, as well as knowledge of federal and state funding systems that support community-based human services. Ability to assist, advise and work effectively with nonprofit staff, program administrators, elected officials and citizens on a broad range of community-based human services issues. Ability to analyze, summarize and develop legislative proposals. Ability to communicate effectively, both in writing and verbally, including through public speaking before diverse audiences. Ability to work independently and in a team setting. Ability to provide a broad range of technical assistance to contracted agencies in such areas as service delivery, financial management and other administrative practices. Ability to design and implement contract oversight practices and protocols. Ability to supervise professional staff, provide leadership and focus. Working knowledge of PowerPoint, Excel, Word, Outlook and computer based contract monitoring systems. Ability to maintain reliable attendance.

13. Special tools and equipment required:

None

14. Required licenses and/or registration:

None

15. Physical requirements:

Ability to navigate the city frequently either through public transportation or driving

16. Supervision received (level and type):

17. Leadership Responsibilities:

This position: ☒ is responsible for supervisory activities (Supervisory Analysis Form attached).
☐ has no leadership responsibility.
☐ provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

☐ I prepared this form and believe that it accurately describes my position.
☐ I have been provided with this description of my assignment by my supervisor.
☐ Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

☒ I have prepared this form and believe that it accurately describes this position.
☐ I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
☐ I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
☐ I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
☐ Other comments (see attached).

SUPERVISOR

DATE