

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):  
vacant  
Work Phone:
2. Class Title (i.e. payroll title):  
Community Services Specialist 1
3. Working Title (if any):  
Community Liason Specialist
4. Name & Class of First-Line Supervisor:  
Bill Clingan – Director – Community Development Division  
Work Phone: 266-7851
5. Department, Division & Section:  
Planning, Community Development Division, Office of Community Services
6. Work Address:  
215 MLK BLVD, Madison, Wisconsin, 53703
7. Hours/Week: 37.5  
Start time:8:00 End time: 4:30
8. Date of hire in this position:  
July
9. From approximately what date has employee performed the work currently assigned:

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10. Position Summary:

This is responsible professional program administration and staff support work relative to the neighborhood and community services administered by the Community Development Division. This position serves as a liasion between neighborhoods as identified by Neighborhood Indicators and other means, residents, City agencies, other governmental organizations and local service providers. The incumbent will inform the analysis related to the Neighborhood Indicators Project at the neighborhood level and assist in articulating responses. The incumbent will take on a systemic perspective and look for responses that are not only tailored for a specific need within a community but may also serve a number of neighborhoods depending upon need and application. The individual will need to communicate, integrate responses, and provide the connectivity within the Division and with a variety of City agencies, community organizations and neighborhood residents. The position will also serve on the Emerging Neighborhood Fund workgroup, contribute to the Neighborhood Resources team, participate in the review of applications for services, help develop funding and programming recommendations based upon need, and work within the framework of the Community Development Division. The work is performed under

the supervision of the Community Services Program Coordinator and the general direction of the Community Development Division Director.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)
- 25% A. Act as Division liaison with Neighborhoods
    1. Utilize Neighborhood Indicators and other tools
    2. Research and maintain awareness of key neighborhood stakeholders
    3. Keep abreast of unique neighborhood issues
    4. Develop and/or coordinate the development of innovative approaches, programs, resources, etc. for addressing identified needs.
    5. Develop relationships and maintain communication with neighborhoods
  
  - 25% B. Liaison with key stakeholders
    1. Develop and maintain strong working relationships with the Division, other City agencies, other governmental units, community service providers, and neighborhood organizations and resources
    2. Staff, attend, and/or facilitate meetings of neighborhood teams; advisory, citizen, or oversight groups; task forces; or other related groups to identify neighborhood issues
    3. Work with stakeholders to problem-solve and develop solutions to issues
    4. Serve on Emerging Neighborhood Fund workgroup, which funds local neighborhood initiatives.
    5. Serve on other committees and workgroups as required
  
  - 25% C. Analysis of identified issues and possible responses related to Neighborhood Indicators Project
    1. Effectively utilize Neighborhood Indicators to determine appropriate responses to neighborhood issues
    2. Utilization of other data resources in order to ascertain additional information relating to neighborhoods
    3. Gather information at the neighborhood level to confirm information received through Neighborhood Indicators
    4. Analyze gathered data/information and write related reports
    5. Form conclusions of next steps and possible response based upon analysis
    6. Conduct research into service gaps, target group needs, and methods of developing involvement and successful outcomes.
  
  - 25% D. Develop and Implement Integrated Responses
    1. Based upon evidence and analysis, suggest possible responses to neighborhood issues
    2. Formulate a plan to implement the response and assist with its implementation.
    3. Develop a network of services and groups to identify and address the needs of special needs neighborhoods and/or target groups.
    4. Recommend policy and procedures and provide technical assistance/administrative consultation to funded and target groups.
    5. Involve relevant organizations in problem solving and arriving at possible solutions
    6. Effectively communicate with both the neighborhood and other stakeholders
    7. Apply effective responses to other neighborhoods where applicable
12. Primary knowledge, skills and abilities required:

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 community organizations: public, non-profit and private agencies, and groups providing services. Knowledge of the social, economic, human service, community services and delivery systems. Knowledge of program planning, evaluation techniques and issues identification. 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, city agencies, and other organizations. Ability to communicate effectively, both orally and in

writing. Ability to prepare technical and narrative reports and proposals. Ability to effectively staff or support committees, advisory groups, and other related groups. Ability to maintain adequate attendance.

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13. Special tools and equipment required:

14. Required licenses and/or registration:

Bilingual in Spanish or Hmong

15. Physical requirements:

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

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.