

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Laura Noel
Work Phone: 266-6563
2. Class Title (i.e. payroll title):
Community Services Program Coordinator (Proposed: Community Services Program Supervisor)
3. Working Title (if any):
Community Services Program Coordinator (Proposed: Community Services Program Supervisor)
4. Name & Class of First-Line Supervisor:
Jim O'Keefe
Work Phone: 266-6520
5. Department, Division & Section:
Community Development Division
6. Work Address:
215 Martin Luther King Jr., Blvd room 225
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:
Feb 2007
9. From approximately what date has employee performed the work currently assigned:
November 2012

10. Position Summary:

Under the direct supervision of the Division director, this position plays a lead role in the development and execution of the City's strategies, policies and investments affecting human services activities administered through the Community Development Division. The Community Services Program Coordinator leads a staff team charged with administering approximately \$5.5 million in Purchase of Services contracts. Working with the CD director, the position helps to devise and carry out the Community Development Division's policies and programs regarding the City's support for Human Service activities. With the ultimate goal of improving the coordination and effectiveness around the use of Division resources, this position is charged with working as part of the Division's management team, as well as with external parties (City Council members, City policy committees, community partners), to craft strategic partnerships and new programmatic approaches for meeting the City's human service needs.

This position provides supervision for three Community Development Specialists, the Madison Out of School Time (MOST) Coordinator and a Program Assistant 2 position.

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

20% A. Serve as part of the management team of the Community Development Division under direction of the CDD Director.

1. Play a lead role in formulating and executing the City's policies, strategies and investments affecting human services activities administered through the Community Development Division.
2. Oversee the allocation and administration of approximately \$5.5 million in City funds to approximately 70 human service agencies which operate about 130 different service programs. This includes developing and administering purchase of service contracts with funded agencies, and working as part of the Division's management team to coordinate and help lead efforts regarding the design, development and implementation of funding processes.
3. Work collaboratively and share oversight with other Division managers in areas of shared responsibilities and interest.
4. Participate in Mayor's Department and Division Heads meetings. Provide lead staff support to the Mayor's new Human Services Team including development of agendas, planning meetings and maintaining minutes.
5. Attend and provide support, as needed, to various City policy committees, Common Council and legislative committees, and cross agency meetings of City staff.
6. Advise the CDD Director on issues and developments pertaining to purchase of service contracts, funding process outcomes, emerging issues and other assigned projects.
7. Play a lead role and/or contribute to a broad range of special projects within CDD and the City.
8. Assist the Director in preparing and monitoring the CDD operating budget.
9. Monitor proposed City legislation and actions and provide feedback as to potential human service, neighborhood, or targeted population impact.

20% B. Supervise Community Services Unit

1. Provide supervision and leadership to the Youth Services Coordinator and Neighborhood Services Coordinator, a Grants Administrator II, a Program Assistant II, and the MOST Coordinator position. Provide input and direction in areas of needs assessment, the development of strategies and collaborations to address such needs and the ongoing execution of those strategies by Division staff and community partners. Provide oversight in all aspects of job performance, and directions and guidance re: contract management, and strategies for community involvement and partner relationships.
2. Provide supervision and direction to the Program Assistant 2 in work affecting the creation and maintenance of internal contract development, tracking and monitoring systems. Direct and oversee the PA2's work related to implementation of funding processes and RFP's, as well as the content and maintenance of public notifications via the Division's website.

3. Provide support, guidance and/or shared oversight to the work of division staff outside the Community Services Program unit who are responsible for administering or monitoring community resources contracts.
4. 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.
5. Play a lead role in hiring, training and supervising temporary employees, including interns.

20%

C. Oversee the development and administration of the City's Community Resources Purchase of Service Contracts

1. Play a lead role in designing and implementing recurring funding and RFP processes used to allocate City resources dedicated to meeting identified human service needs.
2. Lead efforts to design and implement contracting templates and systems and processes related to human service purchase of service funding for the City of Madison. Serve on the City contract team and consult with the City Attorney's office, as needed, on specific contract issues.
3. Collaborate with the Finance and Information Services departments on issues pertaining to the interface of Purchase of Service contracts with City financial systems.
4. Provide leadership in the development, implementation and ongoing oversight of contract compliance in regards to POS monitoring standards, service and financial reporting systems.
5. Oversee the development and content of all Community Services and Emerging Opportunities Program contracts prior to routing for signatures. Review other contracts as assigned.
6. Provide leadership and direction regarding communications with contracted non-profit organizations on issues related to program design, contract compliance and monitoring standards. Provide and oversee, by other staff, 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.

20%

D. Provide direct contract administration functions for multiple neighborhood center contracts and other contracts, as assigned, under direction of the CDD Director and in coordination with the Community Development Grants Supervisor.

1. Work with the Community Development Grants Supervisor to ensure compliance with relevant (federal) HUD standards and reporting requirements.
2. Ensure that Community Resources contract language remains compliant with City of Madison standards through consultation with the City Attorney's office.
3. As supervisor of the Neighborhood Services Coordinator, and contract manager for several neighborhood center contracts, assist in the planning, implementation and participation of quarterly Neighborhood Center Director meetings.

4. Monitor contract development and routing by city staff for timeliness, compliance, and quality issues.

10% E. Staff Community Services and Community Development Conference Committees

1. With CDD Director, plan and prepare monthly Committee agendas.
2. Prepare and provide to Committee members documents, background and other materials necessary to complete Committee business.
3. Attend Committee meetings, assist chairs in the conduct of Committee proceedings and function as staff resource to Committee members.
4. Coordinate the appearances before the Committee of the CDD Director, other Division staff and contract service providers, as needed.
5. Play a lead role in the Committee's work to develop the funding goals and priorities that guide the allocation of City resources to carry out the City's human services objectives.
6. Play a lead role in preparing or coordinating the preparation of written staff reviews, funding allocation recommendations and other summaries and reports needed by the Committees in carrying out their responsibilities.
7. Work with the Committees' chairs to provide opportunities for citizen participation.

10% F. Service Planning and Resource Development

1. Assist in City efforts to conduct needs assessments in the 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 and community stakeholders to assist in service planning and support.
3. Research and connect agencies to appropriate grant opportunities. Lead or support the City's own efforts to pursue available grant opportunities.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of the theories, principles and practices associated with administering, funding and delivering human services. Thorough knowledge of the relationships between social, economic and human service issues. A general 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 human services, as well as knowledge of federal and state funding systems that support human services. Ability to assist, advise and work effectively with nonprofit staff, program administrators, elected officials and citizens on a broad range of 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 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:

None

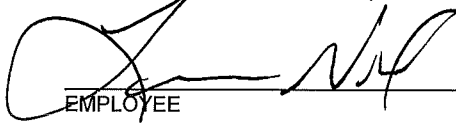
16. Supervision received (level and type):

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

2/27/15
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

2/27/15
DATE

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

