

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 Manager)

3. Working Title (if any):

Community Services Program Coordinator (Proposed: Community Services Program Manager)

4. Name & Class of First-Line Supervisor:

Jim O'Keefe

Work Phone: 266-6520

5. Department, Division & Section:

Community Development Division

6. Work Address:

30 W. Mifflin 8th Floor

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:

Feb 2007

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10. Position Summary:

Under the direct supervision of the Division director, this position has 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 Manager 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 committees, community partners), to help craft strategic partnerships and new programmatic approaches for meeting the City's human service needs.

This position provides supervision for five Community Development Specialists, the 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 member of the management team of the Community Development Division under direction of the CDD Director.

1. Play a lead role in the City's policy, strategy and investments affecting human services activities administered through the Community Development Division.
2. Provide oversight to the development and administration of approximately \$5.5 Million in approximately 70 human service purchase of service contracts, providing approx 130 different programs. This includes shared leadership and coordination of division wide activities around 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. Act as lead staff on the Mayor's Human Services Work Group providing agenda preparation, meeting minutes and meeting planning. Respond to Mayoral and council requests as assigned.
5. Keep CDD Director informed as to status of contracts, assigned projects, and emerging issues as relates to the Division and City interests.
6. Lead or contribute to special projects within CDD as assigned
7. Assist the Community Development Director in preparing and monitoring the CDD budget.
8. Monitor proposed City legislation and actions and provide feedback as to potential human service, neighborhood, or targeted population impact.

20% B. Provide direct supervision to Community Development Specialists as assigned.

1. Provide supervision and leadership to the Community Services team including the five assigned Community development Specialists, the Program Assistant II, and the MOST Coordinator. Provide input and direction in areas of program design, identification of community needs, community strategy and collaborations with agencies and other stakeholders in response to community need. 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 position in the creation and maintenance of internal contract development, tracking and monitoring systems. Work with PA2 position on development and implementation of work related to implementation of funding processes and RFP's, and website design and updates.
3. Provide information, support, direction and shared oversight to other division staff who monitor community resources contracts, including the Child Care Program Manager, other Community Development specialists or grants administrators and the Senior Center Director in the development and monitoring of POS contracts.
4. Keep CDD Director informed as to employee performance, status of contracts and assigned projects, and emerging issues as relates to the Division and City interests.

5. Act as lead staff in the hiring, training and supervision of new staff as assigned.

20%

C. Under direction of the CDD Director provide oversight and monitoring to the development and administration of City's Community Resources Purchase of Service Contracts

1. Provide a leadership role in the design, development and implementation of funding and RFP processes related to human service purchase of service funding for the City of Madison.
2. Provide leadership in the design, development and implementation of contracting templates, 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 Atty's office as needed.
3. Collaborate with Finance and Information Services departments in the development and implementation of the POS contract interface 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. Review all Community Services and EOP contracts prior to routing. Review other contracts as assigned.
6. Provide leadership and direction regarding communication with contracted non profits in regards to expectations re: program design, contract compliance and monitoring standards. Provide, assign staff, or identify resources to provide technical assistance as needed to agencies under contract in such areas as financial record keeping and reporting, program planning, grants writing, service delivery and other related administrative and programmatic issues.

20%

D. Provide direct contract monitoring 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 Community Development Grants Supervisor to ensure compliance in relevant contracts with HUD standards and reporting.
2. Ensure that Community Resources contract language is in compliance with City of Madison standards through consultation and coordination with the City Atty's office.
3. Provide for the planning and implementation of quarterly Neighborhood Center Director meetings.
4. Monitor contract development and routing by city staff for timeliness, compliance, and quality issues.

10% D. Staff to Community Services Committee

1. Identify and coordinate information and resources needed by the Community Services Committee as assigned by the CDD Director. With CDD Director prepare agenda and ensure that the work of the Divisions multiple committees is coordinated where appropriate. Attend CSC meetings as a staff resource person.
2. Work with the CSC and other committees in the development of funding goals and priorities, provide for appropriate citizen participation. Prepare funding recommendations and information for the various committees; compile staff reports regarding proposal review and recommendations, prepare materials for committees.

10% E. Service Planning and Resource Development

1. Assist city in identifying service needs in neighborhoods and/or specific service populations. Utilize available data resources, staff knowledge, neighborhood indicators, neighborhood connections, service reporting, agency relationships and participation in and input from Neighborhood resource teams to identify emerging issues.
2. Develop strategic, cooperative and collaborative relationships with other funders, research organizations and community stakeholders to assist in service planning and support.
3. Provide leadership in the development and implementation of a formal partnership with Madison Metropolitan School District on Community Schools.
4. Provide oversight and guidance to the work of the community services team on Federal Grants as assigned.
5. Research and connect agencies to appropriate grant opportunities. Write and submit grant applications as assigned. Work with other funders as assigned.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of the theories, principles and practices relative to the administration, funding and delivery of human services. Thorough knowledge of social, economic, human service and legislative issues, community resources and delivery systems. Working knowledge of government contracting processes and grants writing and proposal and contract writing, including budgetary procedures and cost reporting. Working knowledge of federal and state statutes and administrative rules governing administration and delivery of human services, as well as knowledge of federal and state funding systems for human service programs. 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 verbally and in writing, and to make public speaking appearances before various size groups. Ability to work independently and innovatively. Ability to research and develop additional and alternative financial resources for human service programs. Ability to provide technical assistance to contracted agencies in the areas of service delivery, general management and fiscal management. Ability to establish and implement program operation and monitoring procedures. Ability to supervise professional staff, provide leadership and focus. Working knowledge of Powerpoint, Excel, Word and computer based contract monitoring systems Ability to maintain adequate 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

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.