



**Human Services Program Manager**

<b>Department:</b>	Community Services	<b>Pay Grade:</b>	NR-10
<b>Bargaining Unit:</b>	Non-represented	<b>FLSA Status:</b>	Non-exempt
<b>Revised Date:</b>	01/08/2020	<b>Reports To:</b>	Community Services Director

**POSITION PURPOSE:**

The Human Services Program Manager is a key City position that is responsible for assisting citizens by connecting to currently available human services programs, assisting in the navigation of processes required to receive services, and advocating for human and civil rights. The incumbent will be key in developing relationships with human services program providers, evaluating currently available services and programs, and advocating for new services and programs to improve the lives of the citizens of Edmonds.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Develop the City’s Human Services Program to include analysis of current human services offerings, development of internal City processes to connect citizens to human services support programs, and establishing relationships with program providers, professional organizations, and groups that impact the human services available in the City of Edmonds
- Plan, organize and manage the Human Services Program for the City.
- Develop and administer an annual work plan to include the City’s human service, priorities, establishing and updating of policies and identification of external programs that meet priorities or that will need to be established in order to meet priorities.
- Originate and develop innovative programs and projects in addressing critical and emergent human Service needs in the community;
- Understand, measure, analyze and respond to community needs on an ongoing basis. Advocate for and support a systems approach to meeting the community needs.
- Assist citizens and community agencies in developing programs to respond to community needs; coordinate with local agencies to provide assistance to citizens in need.
- Foster the development of community collaborations and partnerships to provide human services to Edmonds residents. Provide networking opportunities for human service providers and facilitate relationship development among them.
- Present reports to the Director, Mayor, City Council, and citizens groups.
- Oversee and develop resource and referral information and brochures to assist citizens in need or citizens seeking to help others in need;
- Represent the City of Edmonds on regional and sub-regional human services bodies, boards and committees;
- Establish and maintain cooperative and effective working relationships with other jurisdiction’s Human Services offices including state, county and city, and other community agencies and organizations concerned with addressing human services issues and needs in the community.

## JOB DESCRIPTION

### Human Services Program Manager

#### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES (continued)

- Provide technical and policy information to the public, and meet with public to resolve Human Service problems within the community and maintain positive relations.
- Communicate community needs to stakeholders, and promote available resources and solutions.
- Ensure that the community and other city departments are aware of resources and providers within the city, and can make appropriate referrals.
- Collaborate with other city divisions and departments to address changing needs and demographics.
- Participate in local, Snohomish County-wide, and region-wide conversations around human services to align city and regional priorities.
- Coordinate programs, systems, and activities with local and regional human service providers and with other jurisdictions. Assist in the development of regional responses to local needs.
- Serve as the city's representative to committees and organizations, communicate and meet City officials and administrators, public and private organizations, agencies, residents; serve on various committees as required.
- Seek grant funding on behalf of the City to address human services needs and/or develop greater capacity to address needs by City staff and/or resources.
- Ensure effective customer service, and efficient productivity,
- Remain current with relevant advancements related to field.
- Maintain regular, reliable, and punctual attendance, work evening and/or weekend hours as assigned, and travel as required.

#### Required Knowledge of:

- Principles and practices of planning, development, and execution of municipal human services programs
- Local and regional human services issues
- Snohomish County human service providers/systems.
- Community demographics.
- Policies and objectives of assigned programs and activities.
- Laws, rules and regulations related to assigned activities.
- Budget preparation practices.
- Grant application processes, grant availabilities and eligibility.

#### Required Skill in:

- Interpersonal skills using tact, patience, and courtesy, including diverse community groups
- Effective, professional, and positive interactions with difficult individuals.
- Meet schedules and deadlines.
- Report preparation and distribution skills.
- Budget development and control skills.
- Research and analytical skills.
- Decision-making skills.
- Conflict resolution and problem-solving skills.
- Leadership skills.
- Detail-oriented organizational skills.
- Ability to:
  - Compose, proofread, and edit correspondence, ensuring correct grammar, spelling, punctuation and vocabulary.
  - Work independently.
  - Negotiate viable solutions under a variety of circumstances.
  - Analyze situations accurately and adopt an effective course of action.
  - Generate complex reports.
  - Oral communication and public presentation skills.
- Working with diverse community groups.
- Grant application writing, researching grant opportunities.

**JOB DESCRIPTION**

Human Services Program Manager

**MINIMUM QUALIFICATIONS:****Education and Experience:**

Bachelor's degree in Public Administration, one of the social sciences or other related field directly related to Human Services or Social Work. Four (4) years of increasingly responsible experience in program management with at least two (2) of those years specifically in the management of Human Services programs and/or services. Experience in public sector program management is preferred. An equivalent combination of education, training and experience that will allow the incumbent to successfully perform the essential functions of the position will be considered.

Must be able to successfully complete and pass a background check.

**Required Licenses or Certifications:**

Valid Driver's license required at time of hire. State of Washington Driver's License required within 30 days of hire.

**WORKING CONDITIONS:****Environment:**

- Office environment
- Constant interruptions
- Travel to conduct work may be necessary at times, mostly locally
- Some evening and weekend hours may be required for meetings

**Physical Abilities**

- Hearing, speaking or otherwise communicating to exchange information in person or on the phone.
- Operating a computer keyboard or other office equipment.
- Reading and understanding a variety of materials.
- Sitting or otherwise remaining stationary for extended periods of time.
- Bending at the waist, reaching above shoulders and horizontally or otherwise positioning oneself to accomplish tasks.

**Hazards:**

- Contact with angry and/or dissatisfied customers.
- Prolonged exposure to glare from computer monitors.
- Exposure to heavy dust in some work areas
- Occasional exposure to toxic or caustic chemicals, i.e. copier toner

Incumbent Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Department Head: \_\_\_\_\_

Date: \_\_\_\_\_