

COMMUNITY SERVICES SUPERVISORDEFINITION

Under direction, supervises the City's community services activities and centers and administers programs directed toward the betterment of City residents' social, cultural and physical well-being.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Supervises the programs and staff at the City's neighborhood service centers. Meets with community groups to improve community relations and advises on courses of action in specific problem areas. Assists groups in analyzing and evaluating community conditions/needs and assists in establishing goals and methods for the execution of community relations programs. Provides oral and written information to citizens, citizen groups, civic organizations and governmental bodies at all levels. Speaks to groups on subjects related to community issues and concerns. Investigates complaints and counsels citizens on a wide variety of problems. Assists individuals and groups in solving difficulties in inter-group or inter-personal relationships. Serves as liaison between the City and representatives of community groups to develop and maintain communications between such groups and the City government. Reviews various federal and state aid programs to determine possible areas of assistance. Collects data and prepares formal aid program applications on behalf of the City. Assists in the preparation of budgets, particularly those concerning community relations operations. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this advanced journey-level class is responsible for overseeing the City's community services programs, activities and functions for local residents. This incumbent is required to exercise a considerable amount of independent judgment and initiative in carrying out assignments. Special emphasis is placed on establishing effective working relationships with minority or disadvantaged residents of the community.

MINIMUM BASIC REQUIREMENTS

Four years of responsible work experience in social work or public administration concerned with the educational, cultural, social or recreational development of residents; or any equivalent combination of experience and education, which provides knowledge and abilities listed below.

Education equivalent to graduation from a four-year college or university with a degree in a behavioral science, public or business administration may be used in combination with experience to meet the minimum qualifications.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: the causes and effects of racial, religious, ethnic, aging and other social problems of society; the principles of counseling and guidance; supervisory principles and practices; report writing; program design, development and implementation; municipal budgeting and office and record management; public/private social, financial and health resources available for residents and/or senior citizens.

Ability to: organize groups and direct group activities; work with and speak to the general public, community leaders and people of various cultural, socio-economic and ethnic backgrounds; analyze various types of community relations problems and make recommendations for improvement; prepare and present complete and accurate reports; assist in the coordination and administration of the City's community relations programs with community relations staff, City departments, community organizations and volunteers.

SPECIAL REQUIREMENTS

Possession and retention of a valid California Class C Driver's License is a condition of employment. Willingness and ability to work evenings, weekends and holidays. Ability to communicate effectively in Spanish is desirable.

Original Class Title: Community Relations Assistant

Effective Date: 1-5-70 Resolution #70-1

Title Changed to: Community Resources Supervisor

Effective Date: 7-2-79 Resolution #79-104

Title Changed to: Community Services Supervisor

Effective Date: 8-1-82 Resolution #82-110

Revised 8/95