



City of Peoria HUMAN RESOURCES

Title: Neighborhood and Human Services Director

The Ideal Candidate

The City of Peoria, Arizona Neighborhood and Human Services Department is a new City Department that will begin its function July 1, 2018. It consists of a Neighborhood Services Division, a Human Services Division, a Family and Youth Services Division and an Arts, Culture and Special Events Division.

The Neighborhood Services Division consists of Code Compliance, services currently offered to traditional neighborhood organizations and Homeowners' Associations, the Peoria Leadership Institute and the neighborhood grants program.

The Human Services Division is comprised of an integrated Human Services Center (pending construction in FY 19-20), the City's CDBG/HOME/ESG programs, all City/non-profit relations and the pending development of a functional Human Services Strategic Plan (i.e. - homelessness, workforce development, job training, etc.).

The Family and Youth Services Division consists of the Community Center and congregate meals, adaptive needs programming, AM-PM programs and summer camps, and Peoria/PUSD relations.

The final division focuses on the Arts, Culture and Special Events functions of the City and consists of the Municipal Arts Program, the Peoria Center for the Performing Arts and the City's Special Events Division. The Department provides liaison functions for the Youth Advisory Board and Arts Commission.

The ideal candidate will need to be an effective leader with a strong ability to collaborate, build, and maintain relationships with the entire organization and throughout the community. The ideal candidate must possess the capacity and interest to be an effective mentor for staff and have a demonstrated track record of setting a positive example of competence, professionalism, accountability, trust, energy and work ethic while promoting good organizational health and morale; advanced written and oral communication skills are imperative. This individual must be able to adhere to the highest ethical and moral standards and be able to display transparency. This is a leadership position, one based on the need to transform Peoria's neighborhood, social and community services.

FLSA STATUS: Exempt from overtime under Fair Labor Standards Act (FLSA)



City of Peoria

HUMAN RESOURCES

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from Deputy City Manager
Exercises direct supervision over a staff of professional, technical, and administrative employees

MINIMUM QUALIFICATIONS

- **Education:** Qualified applicants will have a Bachelor's Degree in Public Administration, Business Management, or a related field.
- **Experience:** Requires seven (7) years of progressively responsible experience in a medium to large municipal Neighborhood Services Department, including five (5) years in a management/supervisory capacity. Other combinations of experience and education that meet the minimum requirements may be substituted.
- **Licenses/Certifications/Special Requirements:** Valid AZ Driver's License upon hire.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- Master's degree is preferred.
- Five years of progressively responsible managerial experience in comprehensive programs involving neighborhood revitalization, urban planning, code enforcement, human services, and community development activities is desired.

JOB SUMMARY

This position will oversee the City's Neighborhood and Human Services Department comprised of 4 divisions:

- Neighborhood Services
- Human Services
- Family and Youth Services
- Arts, Culture, and Special Events

The Director will oversee recommendations on operational and managerial issues, long-range plans, programs, and capital improvement plans and present them at the highest level of city government. Specific responsibilities will include providing guidance and direction to citizen advisory boards and other supportive agencies, preparing presentations and reports for city management and council, reviewing the general operation of the department to determine efficiency, providing direction on major projects or problem areas, and developing and implementing policies and procedures applicable to the administrative functions, as well as providing overall policy guidance. In addition, the Director will be responsible for overseeing the development, preparation, and implementation of the department budget.



City of Peoria

HUMAN RESOURCES

Considerable discretion and independent judgment is required in performing the duties of this classification. Work is reviewed based upon results achieved. The Director reports to a Deputy City Manager.

ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

- Directs, implements, manages and supervises the programs, operations, activities, budget and employees of the Neighborhood and Human Services Department;
- Supervises, directs and evaluates assigned staff, addresses employee concerns and problems, counsels, disciplines and completes performance appraisals; conducts interviews and makes hiring decisions;
- Oversees administration of Code Enforcement, Arts and Special Events, Community Development, CDBG/ESG/HOME, and other Neighborhood Programs;
- Develops long range plans, master plans, and other strategic documents; interprets results for use in planning, evaluation and decision making; continually monitors and evaluates the efficiency and effectiveness of service delivery, assesses work load, reporting relationships and opportunities for improvements within the programs, services and facilities managed and maintained by the divisions;
- Acts as an innovative leader that contributes effectively to the organization's performance goals and strategies;
- Promotes shared responsibility, teamwork, City values and acceptance of change;
- Develops partnerships with other departments, governments or agencies to work on joint projects and address neighborhood initiatives, code enforcement and remediation by establishing interdepartmental or intergovernmental agreements;
- Act as a liaison with other City departments, City Council, neighborhood groups, public and private agencies, and other communities and conducts meetings and presentations with such groups as needed;
- Manages resources related to compliance efforts associated with City codes such as nuisances, habitability and maintenance standards, and related codes and abatement procedures, determines priorities for compliance and enforcement in these areas, and monitors the status of such efforts;
- Consults with management and recommends actions to improve organizational communication and in formulating policies that strengthen community relations;
- Works closely with community groups, agencies and educational programs in establishing priorities and strategies to achieve neighborhood improvements;
- Develops, administers and monitors the operating budget; conducts fiscal/economic impact studies and cost/benefit analyses to prepare budget projections; obtains grant funding for department projects and prepares required grant applications and reports;



City of Peoria

HUMAN RESOURCES

- Provides professional and technical neighborhood preservation assistance and recommendations to City administrative and management staff and governing and policy bodies, including the City Council and Council-appointed boards and commissions;
- Presents oral and written reports to agencies, City Council and various interest groups.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with "X"				
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.				
Sedentary	Light	Medium	X	Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.		Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.

Work Environment for this position is indicated below with "X"			
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.			
Office	X	Outdoors	Vehicle
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers, scanner, copy / fax machine, and related software, telephone, vehicle.

PROTECTIVE EQUIPMENT REQUIRED:

None required.



City of Peoria

HUMAN RESOURCES

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Areas of code compliance, neighborhood services, social service programming, arts culture and special events;
- Community programs and organizations;
- Governmental budget preparation and administration;
- Public affairs and neighborhood issues;
- Principles of federal, state and local regulations governing the development and operation of subsidized housing programs, the CDBG, ESG and HOME program;
- The rules, guidelines, and regulations affecting social service programs; DES Childcare regulatory requirements;
- Principles, procedures, and practices used in planning and organizing community groups and projects;
- Facilitation, group processes, training, conflict resolution and motivational skills;
- Management and organizational analysis and methods;
- Municipal budgeting and financial management;
- Effective leadership methods;
- Supervisory skills, employee evaluation, and training methods.

Ability to:

- Supervise employees including participation in hiring, terminating, instituting disciplinary actions, conducting performance evaluations, and reviewing work of staff for accuracy and completeness;
- Plan and implement neighborhood improvement plans and strategies;
- Deal effectively with contractors, customers, City officials, industry representatives, and the general public;
- Respond to citizen and media requests in a courteous and effective manner;
- Effectively present written and oral technical management reports addressing short- and long-range planning;
- Apply general budgeting principles and practices in order to prepare and monitor an operating and maintenance budget;
- Make sound administrative analyses relating to policy and management problems;
- Conduct ongoing and special studies, or consider those prepared by subordinate staff, relating to the functions of the Neighborhood and Human Services Department, in order to ensure that optimum service, increased productivity, and/or a continuous improvement process is effectively maintained;
- Establish and maintain effective working relationships with the Mayor and City Council, business leaders, community groups, city officials and the general public;
- Communicate effectively with all levels of city staff, officials, neighborhood leaders and the general public, verbally and in writing;
- Operate a personal computer and related software and demonstrate proficiency to prepare work orders, documents, databases, spreadsheets, and email.