



Job Description for Neighborhood & Human Services Coordinator Series

Brief Description:

The purpose of these positions is to coordinate, develop, implement, manage and monitor program activities that provide neighborhood, social and/or human services in conjunction with public, private sector and non-profit social service agencies. Incumbents in these positions directly aid citizens with immediate needs, act as liaisons and provide referrals to appropriate service agencies and neighborhood organizations through citizen participation, technical assistance, community education as well as grant and volunteer programs. This is accomplished by working closely with City residents, management and Council members and a wide variety of public and private agencies to ensure service delivery meets the needs of the intended population, reflects the objectives and intent of the program and meets applicable local, state or federal guidelines.

Title: Neighborhood & Human Services Coordinator I

FLSA Status: Exempt

This is the first level in the series. Incumbents must maintain written and verbal confidentiality of clients and follow all laws regarding records, confidentiality and safety of client information. Other duties may include completing related tasks, as assigned.

ESSENTIAL FUNCTIONS:

#	Essential Functions: 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. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.
1	Develops and maintains existing relationships with various community agencies, neighborhood associations and businesses to make services available in Peoria and/or to Peoria residents. Performs complex social service and customer service work involving requests for information, problem analysis, complaint resolution, community outreach and the general coordination of Neighborhood & Human Services.
2	Acts as City representative and liaison to internal/external customers, special interest groups, and the general public; responds to neighborhood concerns and complaints in a timely, tactful and effective manner. Engages appropriate staff on a citywide basis to respond to complex issues.
3	Researches community needs and trends and identifies, creates and administers human and neighborhood service programs, which are responsive to community needs.



4	Maintains written and verbal confidentiality of clients and follows all laws regarding records, confidentiality and safety of client information. Recognizes needs and refers individuals to social service and other agencies that best meet the clients' needs.
5.	Assists the Neighborhood and Human Services Department with outreach and neighborhood engagement elements, to include the provision of information, problem resolution and customer-service follow-up to neighborhood and community capacity building opportunities.
6.	Works with organizations to provide pro-bono services to the City or its residents and recommends alternative funding sources. Creates high quality print and presentation materials for events, programs and outreach purposes. Conducts tours and site visits of social service agencies, HOA properties and neighborhood associations to increase awareness of existing community programs and activities.
7.	General Administrative Duties. Assists with developing and monitoring annual budget and budgets for neighborhood projects and programs; researches, prepares and presents oral and written presentations; conducts research and updates documents.
8.	Depending on Assignment - Administers the HOME Investment Partnership Program grant and serves as liaison to Valley-wide Consortium.
9.	Depending on Assignment – Supervises programmatic staff by planning and prioritizing tasks, ensuring policy and procedure compliance, recommending changes and adjustments, monitoring staff performance and development.



Title: Neighborhood & Human Services Coordinator II

FLSA Status: Exempt

This is the second level in the series. Incumbents must maintain written and verbal confidentiality of clients and follow all laws regarding records, confidentiality and safety of client information. Based on assignment, incumbents may perform any/all of the duties of a Neighborhood & Human Services Coordinator I. Incumbents will be involved in, and responsible for, regional and multi-jurisdictional human services efforts and program coordination. Incumbent will perform long-term strategic planning for the overall neighborhood and human services function of the City and make recommendations and reports to management. Incumbents will represent the City as the Fair Housing Officer, per Federal requirements. Incumbents may be responsible for grant writing and implementation of alternative funding and may assist the Neighborhood & Human Services Coordinator I position. Other duties may include completing related tasks, as assigned.

ESSENTIAL FUNCTIONS:

#	Essential Functions: 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. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.
1	Acts as the City’s Fair Housing Officer and represents the City at required training. Provides related referrals, as necessary. Prepares the City’s Fair Housing Assessment document, per federal requirements, and works with Maricopa County to ensure regional document addresses local concerns. Ensures annual subject matter training is performed and maintains working knowledge of Fair Housing regulations and requirements.
2	Ensures compliance with all Boards and Commissions guidelines, rules and regulations; prepares required reports to the City Clerk.
3	Works with City leadership and Council to determine neighborhood and human services priorities. Researches, analyzes and solicits public input on neighborhood and human services issues. Creates formal long-term strategies and work plans based on data and input and measures annual progress against goals. Makes formal presentations to City leadership, as required.
4	Provides a visible link between regional, governmental and social service entities to represent the City on widespread issues. Represents the City on related Maricopa Association of Governments (MAG) committees. Promotes regional goals and develops action plans related to regional issues and the City’s potential participation in multi-jurisdictional solutions.
5	May supervise the Neighborhood & Human Services Coordinator I incumbents.



6	May serve as lead on related citywide events and ensures City regulations and policies are followed.
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JOB REQUIREMENTS:

	Neighborhood & Human Services Coordinator I	Neighborhood & Human Services Coordinator II
Education	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent in neighborhood services, public administration, planning, social work or related fields or a business related field. Equivalency is acceptable. Equivalent years of experience are equal to 1 (one) year of experience for every 1 (one) year of education required.	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent in social work or related fields or a business related field. Equivalency is acceptable. Equivalent years of experience are equal to 2 (two) years of experience for every 1 (one) year of education required.
Experience	Over three years' experience developing, implementing and coordinating neighborhood, human services or outreach programs and/or developing new programs and/or workshops. Experience in public speaking is highly desirable.	Over three years' experience developing, implementing and coordinating neighborhood, human services or outreach programs and/or developing new programs and/or workshops. Experience administering grants and public speaking is highly desirable.
Supervision	Supervises programmatic staff including planning and prioritizing tasks, ensuring policy and procedure compliance, recommending changes and adjustments, monitoring staff performance and development. Work requires the occasional direction of helpers, assistants, seasonal employees, interns or temporary employees.	May supervise the Neighborhood & Human Services Coordinator I position incumbents. Work requires the occasional direction of helpers, assistants, seasonal employees, interns or temporary employees.
Human Collaboration Skills	Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.	Final decisions regarding policy development and implementation are recommended. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.
Freedom to Act	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash.	Position has moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents.	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal



	Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.	documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Advanced – Ability to apply fundamental concepts of theories; work with advanced mathematical operations methods and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from self-study.	Advanced – Ability to apply fundamental concepts of theories; work with advanced mathematical operations methods and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid driver's license. Bi-lingual English-Spanish is desirable.	Valid driver's license. Bi-lingual English-Spanish is desirable.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light X	Medium	Heavy	Very 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.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Making presentations, observing work site, observing work duties, communicating with co-workers
Sitting	F	Desk work, meetings, driving
Walking	F	To other departments/offices, around work site
Lifting	O	Supplies, files, miscellaneous items needed for community meetings
Carrying	O	Supplies, files, miscellaneous items needed for community meetings
Pushing/Pulling	O	File drawers, tables and chairs, miscellaneous items needed for community meetings
Reaching	O	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	From computer to telephone, getting inside vehicle
Climbing	R	Stairs, step stools
Balancing	R	On step stools
Vision	C	Reading, computer screen, driving
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software, vehicle

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	S
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other	N

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			