



# City of Peoria

## HUMAN RESOURCES

### **Title:** Human Services Coordinator

**FLSA STATUS:** Exempt from overtime under FLSA.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from Neighborhood and Revitalization Manager.  
This is a non-supervisory job classification

**MINIMUM QUALIFICATIONS**

- **Education:** Bachelor's degree in Business, Social Work, Counseling, Psychology, Sociology or related field
- **Experience:** Minimum of three years related experience. Requires a working knowledge of specialized practices, equipment and procedures.
- **Licenses/Certifications/Special Requirements:** Valid AZ Drivers License upon hire.

**PREFERRED/DESIRABLE QUALIFICATION(s):**

- Experience in a municipal or government setting.

**JOB SUMMARY**

The purpose of this position is to coordinate, develop, implement, manage, and monitor program activities that provide social and / or human services in conjunction with public, private sector and non-profit social service agencies. Aids citizens with immediate needs; acts as a liaison; provides referrals to appropriate service agencies through citizen participation, technical assistance, community education, grant, and volunteer programs; works closely with City residents, management, Council members, and a wide variety of public and private agencies to ensure service delivery meets the needs to the intended population, reflects the objectives and intent of the program, and meets applicable local, state, and federal guidelines.



### 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.

#	Essential Functions
1	Develops relationships with various community agencies and businesses to make services available in Peoria and / or to Peoria residents. Performs a wide variety of complex social service and customer service work involving requests for information, problem analysis, eligibility determination, program enrollment, complaint resolution, community outreach, and the general delivery of Human Services.
2	Acts as City representative and liaison to internal / external customers, special interest groups, and the general public. Researches and responds to requests for information, questions, concerns, and complaints of varying sensitivity and complexity in a timely, tactful, and effective manner.
3	Identifies human services programs which are responsive to community needs. Creates and maintains comprehensive resource files and phone listings of social service programs and community resources.
4	Researches community needs and trends; meets with residents, other City departments, and outside service organizations; utilizes information to determine outreach, training, and workshop opportunities; conducts outreach, training, and workshops in a timely manner and within existing budgets.
5	Works with City leadership and Council to determine priorities. Works with organizations to provide pro-bono services to the City or its residents and researches 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 to increase awareness; participates with special events from service agencies.
6	Miscellaneous duties. Maintains written and verbal confidentiality of clients and follows all laws regarding records, confidentiality, and safety of client information; solicits applications from public and external agencies; recommends grant funding to Department Management and Council Subcommittee; conducts performance measurement tracking of sub-recipients; corresponds with CEO's and CFO's of external agencies on legal agreements, financial reports and performance measures, etc.



**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

<b>Physical strength for this position is indicated below with "X"</b> 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	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.

<b>Work Environment for this position is indicated below with "X"</b> 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	Office and Field/ Plant/ Warehouse
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.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

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

**PROTECTIVE EQUIPMENT REQUIRED:**

None required.