

Job Class Code: 6581	FLSA Status: Exempt - E
Pay Basis: Annual	EEO Category: 1

GENERAL DESCRIPTION

The purpose of this job classification (class) is to assist the Human Services Director with management of the Department of Human Services. This position demonstrates the City of Chesapeake's C.A.R.E. (Courteous, Attentive, Responsive, and Empowered) standard and values the City's Strategic Anchors. This position is also directly responsible for certain units within human services to include moving Chesapeake Juvenile Services to a therapeutic facility and using quality assurance initiatives to create excellent outcomes for Benefits and Child Welfare. The class works within broad policy and organizational guidelines, plans, and implements projects, reports progress of major program initiatives through reports and meetings.

TYPICAL TASKS

- Supervises staff, oversees staff development, assigns, and evaluates work, counseling, and recommending disciplinary action.
- Oversees the Fraud and the Continuous Quality Improvement Team and evaluates performance of agency programming.
- Establish performance and quality standards for employees.
- Consults with City Human Resources and the Human Services Director on disciplinary issues.
- Conducts analysis for annual budget planning, identifies emerging trends and problem areas and recommends recommend remedial actions as needed.
- Reviews and develops Human Services operating policies to ensure consistent application and compliance with State and City policies.
- Creates and maintains a system of management, tracking and compliance regarding Human Services provider contracts, Memorandum of Understandings, and audits by federal, state, and local entities.
- Assists in monitoring departmental budgets, identifying emerging trends and problem areas; recommends remedial actions as needed; and assist with preparation of annual budget.
- Assists in the management of all procurement processes involving competitive bids or Requests for Proposals, monitors contract compliance and maintains documentation of procurements.
- Implements City, State and Federal legislation, statutes and policies related to Social Services and Juvenile Justice.
- Performs statistical analysis and prepares various reports to measure and evaluate the effectiveness of programs.
- Manages projects from initiations through completion, including oversight of tracking measures to ensure accountability in accordance with the City's strategic anchors.
- Oversees the maintenance of the Department's Emergency Operations Plans and evacuation procedures. Ensures appropriate safety training for staff.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Develops new approaches or methodologies to solve problems not previously encountered by analyzing, synthesizing, or evaluating data or information using unconventional or untried methods.
Interpersonal/People Involvement	Negotiates and exchanges ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions.
Reasoning Requirements	Performs work involving the application of principles of logical thinking and professional practices to diagnose or define problems, collect data, and solve abstract problems with widespread unit or organizational impact.
Mathematical Requirements	Uses mathematics involving the practical application of fractions, percentages, ratios, and proportions or measurements; may use descriptive statistics.
Language Requirements	Reads and interprets professional materials involving advanced bodies of knowledge related to politics, economics, technology, law, medicine or other complex disciplines; writes extremely complex papers and reports.

Mental Requirements	Performs advanced professional level work in the analysis or interpretation of methods of a professional nature and formulates recommendations on the basis of such analysis; applies creativity and resourcefulness in the analysis and solution of complex problems.
Decisions/Supervisory Control	Makes decisions as almost the entire focus of the job, affecting most segments of the organization and the general public; establishes goals, objectives and policies.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge	Knowledge of leading a wide array of human services programs including Virginia Social Services, Children Services Act, Juvenile Justice (detention), as well as outreach community programs such as homeless services, CASA, and Community Corrections.
Skills	Excellent customer service skills; excellent leadership skills with shared leadership; Strong written and oral communication skills; effective decision making, systems thinking and problem resolution skills
Abilities	Ability to demonstrate the City's CARE standards (Courteous, Attentive, Responsive, and Empowered); ability to influence and inspire a diverse workforce

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires a bachelor's degree or equivalent in Public Administration, Business Administration, Social Work, Psychology, or related area. Master's degree preferred.
Experience	In addition to satisfying the vocational/educational standard, this class requires a minimum of five years of related, full-time equivalent supervisory/leadership experience.
Special Certifications and Licenses	Requires a valid driver's license and a driving record that is in compliance with the City's driving standards.
Special Requirement(s)	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.