

06/16/92
01/11/94

CITY OF SAN JOSE

COMMUNITY SERVICES SUPERVISOR (6125)

CLASS PURPOSE

Under direction, performs work of considerable difficulty organizing, developing and directing a major comprehensive, city-wide human services program of considerable complexity such as Project Crackdown or the Si Se Puede Program. The incumbents coordinate with other City departments and such organizations as school districts, private industry, management teams and student/interns in the community. Performs related work as required.

TYPICAL DUTIES AND RESULTS (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Supervises and participates in the identification, formulation and implementation of a human services program's goals and objectives.

Performs important and difficult public contact and liaison work.

Develops and provides programs to include school, community and family activities.

Plans, develops, and implements a program budget.

Assigns, trains and supervises a large staff including the supervision of the School Liaison/District Coordinators and Student/Interns.

Directs promotional efforts for the overall program which includes making presentations, participating in various community meetings and conferences in order to engage public and private agency cooperation.

Coordinates agencies and service providers keeping them informed and actively involved in program formulation and participation.

Prepares written reports for the City Council and City Manager.

Develops, coordinates and executes action plans necessary to mitigate neighborhood problems associated with illicit street drug sales.

Advises neighborhoods of city, county, or private resources to improve or assist with solving complex social problems.

Attempts to resolve neighborhood disputes, grievances, and other related social problems and take appropriate action.

Typical End Results Include: A human services program developed to promote cultural understanding and equal opportunities for multi-ethnic communities. Neighborhood groups are involved in resolving complex issues such

as drug dealing and abuse, gang activity, broken families, high mobility, low school attendance, and multi-lingual diversity. Public trust is promoted and potentially volatile situations diffused.

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DISTINGUISHING CHARACTERISTICS

Incumbents in this class are responsible for supervising and managing a specialized program in a major section of the Department of Neighborhood Services. Incumbents work with organizations both inside and outside the City addressing various types of community relations and socioeconomic problems. This class differs from the class of Recreation Superintendent in that the latter is responsible for the supervision and operations of a major section. This class differs from Community Coordinator in that the latter is responsible for dealing directly with the program participants and is supervised by the Community Services Supervisor.

QUALIFICATIONS

Minimum Knowledges, Skills and Abilities

- Knowledge of the general principles of social work and community organizing techniques.
- Knowledge of the principles of counseling and guidance.
- Knowledge of basic accounting principles and budgeting.
- Knowledge of basic principles and practices of business, public administration and public relations.
- Knowledge of principles and practices of supervision.
- Ability to make presentations to individuals and groups.
- Ability to communicate effectively both orally and in writing.
- Ability to relate to individuals of all socio-economic levels across cultural lines.
- Ability to analyze various types of community relation problems and make recommendations.
- Ability to identify, formulate and implement an in-depth training program.

Competency Knowledges, Skills and Abilities

- Knowledge of the availability of social services from state, local and federal agencies as they pertain to housing, medical aid, and counseling services.
- Knowledge of City policy and administrative procedures.
- Knowledge of both City management and community objectives.

Training and Experience

Any combination of training and experience equivalent to a Bachelor's degree from an accredited college or university in public administration, social work, sociology or related field plus two years of related supervisory experience involving the organization and management of a comprehensive specialized program providing for the improvement of inter-group or community relations.

Licenses/Certificates

Possession of a valid California driver's license.

C01-6125.SPC

6/16/92

CITY OF SAN JOSE

COMMUNITY SERVICES SUPERVISOR (6125)

CLASS PURPOSE

Under direction, performs work of considerable difficulty organizing, developing and directing a major comprehensive, city-wide human services program of considerable complexity such as Project Crackdown or the Si Se Puede Program. The incumbents coordinate with other City departments and such organizations as

school districts, private industry, management teams and student/interns in the community. Performs related work as required.

TYPICAL DUTIES AND RESULTS (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Supervises and participates in the identification, formulation and implementation of a human services program's goals and objectives.

Performs important and difficult public contact and liaison work.

Develops and provides programs to include school, community and family activities.

Plans, develops, and implements a program budget.

Assigns, trains and supervises a large staff including the supervision of the School Liaison/District Coordinators and Student/Interns.

Directs promotional efforts for the overall program which includes making presentations, participating in various community meetings and conferences in order to engage public and private agency cooperation.

Coordinates agencies and service providers keeping them informed and actively involved in program formulation and participation.

Prepares written reports for the City Council and City Manager.

Develops, coordinates and executes action plans necessary to mitigate neighborhood problems associated with illicit street drug sales.

Advises neighborhoods of city, county, or private resources to improve or assist with solving complex social problems.

Attempts to resolve neighborhood disputes, grievances, and other related social problems and take appropriate action.

Typical End Results Include: A human services program developed to promote cultural understanding and equal opportunities for multi-ethnic communities. Neighborhood groups are involved in resolving complex issues such as drug abuse, broken families, high mobility, low school attendance, and multi-lingual diversity. Public trust is promoted and potentially volatile situations diffused.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class are responsible for supervising and managing a specialized program in a major section of the Recreation, Parks and Community Services Department. Incumbents work with organizations both inside and outside the City addressing various types of community relations and socioeconomic problems. This class differs from the class of Recreation Superintendent in that the latter is responsible for the supervision and operations of a major section of the Recreation Division. This class differs from Community Coordinator in

that the latter is responsible for dealing directly with the program participants and is supervised by the Community Services Supervisor.

Community Services Supervisor (6125)

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QUALIFICATIONS

Minimum Knowledges, Skills and Abilities

Knowledge of the general principles of social work and community organizing techniques.

Knowledge of the principles of counseling and guidance.

Knowledge of basic accounting principles and budgeting.

Knowledge of basic principles and practices of business, public administration and public relations.

Knowledge of principles and practices of supervision.

Ability to make presentations to individuals and groups.

Ability to communicate effectively both orally and in writing.

Ability to relate to individuals of all socio-economic levels across cultural lines.

Ability to analyze various types of community relation problems and make recommendations.

Ability to identify, formulate and implement an in-depth training program.

Competency Knowledges, Skills and Abilities

Knowledge of the availability of social services from state, local and federal agencies as they pertain to housing, medical aid, and counseling services.

Knowledge of City policy and administrative procedures.

Knowledge of both City management and community objectives.

Training and Experience

Any combination of training and experience equivalent to a Bachelor's degree from an accredited college or university in public administration, social work, sociology or related field plus two years of related supervisory experience involving the organization and management of a comprehensive specialized program providing for the improvement of inter-group or community relations.

Licenses/Certificates

Possession of a valid California driver's license.

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