

COMMUNITY SERVICES DIRECTOR

MAJOR FUNCTION

This is a highly responsible, professional position providing overall direction, management and administration of the Community Services Department which oversees the Federal CDBG and HOME Programs, State SHIP, Medicaid, and HCRA programs, along with Unclaimed Bodies, Indigent Health Care, and Prescription Assistance Programs.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

- Manages Community Services staff and programs which involves instructing; assigning and reviewing work; planning; maintaining standards; coordinating activities; allocating personnel; acting on employee problems; selecting new employees; and effectively recommending and approving transfers, promotions, disciplinary actions, discharges, performance evaluations and salary increases.
- Oversees, monitors and controls programs and activities of the program divisions of the department, including Housing and Health Services and CDBG; reviews and approves administrative programs of each division; prepares and processes policies and procedures.
- Prepares and assesses County need for services and develops new programs as needed using a variety of funding sources combined with community resources and partners to develop cost effective services for the community.
- Prepares and administers the department budgets; monitors and controls expenditures; and prepares/processes reports/records in accordance to federal, state, and local regulations.
- Attends and serves as liaison at inter-departmental and inter-agency meetings. Initiates and participates in conferences, public hearings, professional meetings, community meetings, and board meetings.
- Receives, reviews and approves various reports and records including purchase requisitions, purchase orders, invoices, time sheets, leave requests, agenda items, Board actions, minutes, budget reports, evaluation reports, Loan Agreements, and contracts, maintaining compliance with local, state, and federal statutes and rules.
- Interacts and communicates with a variety of individuals and groups including clients, attorneys, lenders, contractors, citizens, staff, department directors, Hospital CEOs, County commissioners, civic leaders, government officials, developers, educators, and financiers to obtain a factual basis for planning projects and studies.
- Develops data and policies related to Community activities such as indigent health care, social services, housing, neighborhood revitalization, economic development and infrastructure improvements.

SECONDARY FUNCTIONS

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- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person and by phone contact.

SUPERVISION

Responsible for direct supervision of a relatively small number of employees (two or more), with indirect supervision of a moderate size staff. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

Graduate from an accredited four-year college with a Bachelors Degree in Business Administration, Public Administration, Planning or a related field; with five years management experience in government programs related to housing, community development or planning; or an equivalent combination of education, training and experience.

Licenses

Possession of a valid Florida Divers License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze, and interpret the most complex documents.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to write speeches and articles using original or innovative techniques or style.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards.

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Mathematical Skills

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Problem Solving Abilities

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions mathematical or diagram form and deal with several abstract and concrete variables.
- Develops plans, policies, specifications, programs continually.
- Functions independently as an expert in matters of specialized code, rules, policy, analysis, advanced budgetary, accounting systems, or complex scientific or technical systems.

Specialized Skills and Abilities

- Ability to be self directed, innovative, and a team builder.
- Knowledge of grants, governmental accounting, mortgage loan processing, and legislative trends and issues applicable to functions under charge.
- Ability to analyze and organize data, plan and set goals, supervise employees and assign tasks to achieve County and Department goals.
- Ability to counsel and assist individuals with discretion.
- Ability to work in conjunction with professional, medical, and legal persons; possess public relations and speaking ability.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, car and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, taste or smell, and lift up to 25 pounds. The employee is frequently required to stoop, kneel, and crouch or crawl.

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The employee is occasionally required to sit, use hand to finger, handle or feel, reach with hands and arms, and talk or hear.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be required to be exposed to outdoor weather conditions. The typical noise level for this environment is moderate.

Established: 10/99

Pay Grade: 28

Job Description Number: 1041

Category: 1

Status: E

Revised: 6/2003