



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 851.0

Job Title: **HUMAN SERVICE PROGRAM MANAGER**

Pay Grade: 25

GENERAL SUMMARY:

Develops, oversees, coordinates and monitors various Human Service programs and activities throughout the City of Houston.

RESPONSIBILITIES:

- Plans, implements, oversees and coordinates various city Human Service programs and activities including day care centers, aging and youth programs and homeless programs.
- Participates in or develops plans to accomplish goals and objectives of a service region, bureau or division. Establishes goals and evaluates section performance; develops and evaluates subordinates.
- Gathers and analyzes data and information that identifies community needs and assists with the development of viable programs, and the evaluation of program effectiveness.
- Coordinates the delivery of a variety of health and human services programs with agencies, institutions and other service providers. Develops, implements and monitors quality service standards of personnel and service contractors.
- Prepares annual operating budgets; prepares annual and special analytical and statistical reports and analyses to assist management in their decision-making. May prepare proposals for funding.
- Monitors various agencies to insure compliance with lease agreements for multi-service center space. Assists in coordinating approval for facility purchases, operations, maintenance and special projects.
- Facilitates and leads efforts to organize community members, groups and agencies to address community health and human services issues. Serves as a liaison and collaborates with governmental and public agency representatives, community outreach and advocacy groups, and service providers.
- Develops and maintains active and viable Advisory Councils for a designated service region.
- Develops and participates in education and training for clients and community. Prepares marketing materials, and makes presentations related to departmental programs and services.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Behavioral or Social Science, Humanities, Business Administration, Public Administration or a closely related field.

EXPERIENCE:

Four years of experience in administration or professional work related to Urban Planning, Public Administration or Service Delivery in a social service agency, public department or a similar facility are required. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

SPECIFICATIONS: (continued)**COMPLEXITY:**

Work is somewhat complex and varied, and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

IMPACT OF ACTIONS:

Errors could lead to moderate expenses and inconveniences. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED:**Direct Supervision:**

Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position has significant input on personnel actions, such as hiring, terminations and pay changes.

Indirect Supervision:

Involves supervision and evaluation of work as an Assistant Manager or the equivalent.

CONTACTS:**Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations and occasionally with prominent persons such as community leaders, business and industry leaders as well as officials of government and financial agencies and media representatives. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Human Service Program Coordinator
Community Involvement Coordinator
Human Service Program Manager