



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 851.1

Job Title: **HUMAN SERVICE PROGRAM COORDINATOR**

Pay Grade: 17

GENERAL SUMMARY:

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.
- Assists with development of Human Service programs and activities.
- Analyzes and evaluates community needs with current programs and activities to ensure program viability.
- Assists with preparation for public hearings, workshops, and seminars.
- Inspects various agencies to insure contract compliance.
- Provides technical assistance and/or interpretation for agencies, committees, and non-profit institutions on contracts, local and state regulations, lease agreements, budgets, and other pertinent information.
- Serves as a liaison among City agencies, departments and committees directing and resolving problems.

SPECIFICATIONS:

KNOWLEDGE:

Requires an Associate's degree in Business Administration, Management or a closely related field.

EXPERIENCE:

Two years of experience in coordinating and managing community programs and activities are required.

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

External Contacts:

Level of external contact is primarily with lower-level service representative and vendors. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

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 coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

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

Effective: November 1995

Revised: March 2012