

Class Code: 520
City of Anaheim
Class Specification

- I. CLASS TITLE: COMMUNITY SERVICES SUPERVISOR
- II. DEPARTMENT/CONTROL CENTER: Community Services
- III. CLASS DEFINITION:

To supervise, assign, review and participate in the work of staff responsible for providing community services within Community Services Division; and to perform a variety of technical tasks relative to assigned area of responsibility.
- IV. SUPERVISION RECEIVED AND EXERCISED:

Receives direction from the Community Services Superintendent or Human Services Manager.

Exercises direct supervision over technical and clerical staff.
- V. EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - Responsibilities and duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff responsible for providing community services within the Community Services Division including the operations and activities of community service centers located throughout the City, information and referral delivery system, community outreach program, volunteer programs and the youth crime prevention programs, special events and activities, senior citizens programs, senior daycare programs and other related human service activities.

Participate in the selection of community services staff for assigned area; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Prepare various reports on operations and activities.

Recommend and assist in the implementation of goals and objectives for assigned area of responsibility; establish schedules and methods for providing community services; implement policies and procedures.

Prepare and administer the budget for assigned area; submit budget recommendations; monitor expenditures.

Assist with the coordination of the human services network among public and private agencies; promote community relations and maintain cooperative working relationships with other City officials.

Supervise the use, care, maintenance and improvement of community services facilities and equipment; supervise the general operation of programs and facilities to ensure the efficient delivery of services; order, control and maintain materials, supplies and equipment levels.

Supervise and participate in public presentations to inform the public of community services programs; communicate with media representatives regarding specific issues and topics.

Oversee the generation of revenue to offset operation costs; establish and administer client user fees and rental rates.

Solicit donations from outside agencies and organizations; coordinate fund raising activities; generate funds from external resources; present presentations and revenue-generating activities.

Perform related duties and responsibilities as required.
- VI. JOB RELATED QUALIFICATIONS:

Experience: Responsible human services program experience including significant experience in planning, implementing, evaluating and supervising programs in a community center environment and providing lead supervision to program staff.

Knowledge of: Operations, services and activities of a human services program; principles of supervision, training and performance evaluation; modern and complex principles and practices of community affairs and relations; principles and practices of counseling, crisis intervention and group dynamics; principles and techniques of community needs assessment; pertinent Federal, State, and local laws, codes and regulations.

Ability to: Supervise, organize and review the work of professional, technical and clerical personnel; select, supervise, train and evaluate staff; interpret and explain City community services policies and procedures; generate revenue from outside sources; participate in the analysis, evaluation and modification of community and human services programs; develop and implement new program techniques; prepare clear and concise reports; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work including City officials and the general public.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Revised 9/83 - Sibson
Revised 9/89 - Ralph Andersen & Associates
Revised 4/90 - C. Harris
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