

City of Fort Worth, Texas Job Description

Classification Title	Human Services Manager		
Job Code:	MG1391	Job Family:	Management
Pay Grade	612	Date Reviewed:	n/a
FLSA Status	Exempt	Date Revised:	11/28/16

GENERAL SUMMARY

Provides expertise and leadership on grant management, innovative programming homelessness policy, planning and programs for state and city colleagues, etc. Leads the grant initiatives and represents the City in regional and statewide collaborations and legislative advocacy. Speaks to media requests and coordinates responses to emergent situations.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Participates in the development and implementation of grant policies in a wide array of settings; collaborates with and facilitates the work of various commissions, collaborations, work groups and colleagues to innovate new programs, promote systems change, champion best practices and conduct continuous improvement.
3. Designs, leads and manages City and State initiatives and programs. Participates in community engagement, including public education, communications plan oversight and administration, neighborhood relations, volunteer and donor recruitment and media relations.
4. Facilitates and encourages the development of additional units of supportive housing; works with neighborhoods in the city and county; and acts as legislative advocacy for policies, laws and funding that supports the efforts in reducing poverty and homelessness in the city and county.
5. Identifies and implements programs which assist residents in moving out of poverty; focus on creating housing stability; improves employment work skills; provides education on financial self-sufficiency and personal resource management.
6. Perform other related duties as assigned.
7. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

8. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Homelessness issues, existing policies and programs and service philosophies.
 - Needs and goals of divergent systems of care, City residents and City government.
 - Best practices in social service, housing programs and program management.
 - Principles and practices of supervision, training and performance evaluation.
 - Methods and techniques of adult education.
 - Laws, ordinances and policies of the City of Fort Worth and partner agencies.
 - Communications methods and strategies.
 - Best practices in the finance, development, operation and management of scattered site and multi-family supportive housing.
 - City development processes and funding.
 - Legislative and administrative processes and intergovernmental relations.
 - Principles and practices of program development and administration.
 - Office equipment, including computers and supporting word processing and spreadsheet applications.
 - Principles and practices of public administration.
- **Skill in:**
 - Strategic thinking.
 - Leadership.
 - Contract negotiation and management.
 - Marketing, social media and website management.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Translate theoretical approaches into policies, procedures and practices to leverage available resources.
 - Manage contingencies and contract for outcomes.
 - Manage, build, coach and train employees.
 - Lead volunteer in the crafting, implementation and evaluation of plans, policies, events and initiatives.
 - Participate in the development and administration of division goals, objectives and procedures.
 - Analyze complex social, economic, community and human relations problems.
 - Coordinate efforts between a number of internal and external agencies.
 - Prepare clear and concise administrative and financial reports.
 - Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in public administration, business administration, political science, sociology, psychology, social work or a related field and five years of increasing responsible social welfare or community agency experience, including two years of administrative and supervisory responsibility.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.