



City of Tempe

DEPUTY HUMAN SERVICES DIRECTOR

JOB CLASSIFICATION INFORMATION				
<i>Job Code:</i>	018		<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Human Services		<i>Salary / Hourly Minimum:</i>	\$107,287
<i>Supervision Level:</i>	Deputy Director		<i>Salary / Hourly Maximum:</i>	\$144,837
<i>Employee Group:</i>	SMT		<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Unclassified		<i>Market Group:</i>	Deputy City Manager
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i>	Officials and Administrators

JOB CLASSIFICATION INFORMATION
<p>The role of the Deputy Human Services Director is to administer and oversee the department’s activities in the areas of counseling and diversion services, CARE 7 program, prevention and youth resources, and senior resources. In addition the Deputy Human Services Director assist in planning and administering an integrated and comprehensive system of social services, resources and opportunities to help improve their lives, the lives of others, neighborhoods and the total community. The Deputy Human Services Director determines divisional policies, plans long term programs, manages the division’s budget and handles complex administrative duties.</p> <p>In addition, the Deputy Human Services Director assists in developing and promoting a solid relationship with the general public, City Council, City Manager, boards and commissions, employee groups, other City departments, nonprofit social service agencies and other government entities and non-governmental entities.</p>

REPORTING RELATIONSHIPS
Receives direction from the Human Services Director.
Exercises direct supervision over professional, technical and clerical staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Five years of increasingly responsible professional experience in human services, public administration or related field; including three years of supervisory and administrative responsibility in social services or a directly related to the core functions of this position.
<i>Education:</i>	Equivalent to a Bachelor's degree from an accredited college or university with major course work in social work, criminal justice, sociology, education, psychology and/or a degree related to the core functions of this position. A Master's degree is highly desirable.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform professional administrative work in the management, organization and coordination of the programs and activities of the Human Services Department.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Serve as a faculty member of the Tempe Learning Center.
- Provide pro-active performance planning utilizing performance management tools.
- Physically present to perform the duties of the position.

When Assigned to Social Services:

- Recommend Division goals and objectives; assist in the development of policies and procedures; develop and administer programs designed to meet the special needs of youths, adults and families in the community.
- Direct, oversee and participate in the development of the Division work plan; assign work activities, projects and programs; monitor work flow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Consult with school and training agency officials, police, probation and public assistance workers, and public and private agency officials to seek assistance and find solutions to participant problems.
- Prepare the Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Select, train and evaluate personnel; conduct and review performance evaluations; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Promote a workforce and inclusive environment that represents and values diversity of people and ideas.
- Participate on a variety of committees relating to Division programs and activities; prepare and deliver presentations to civic and community groups about Division programs.

- Attend and participate in monthly staff meetings; confer with the City Attorney, City Prosecutors and City Managers in resolving special program issues; prepare and submit reports regarding the progress of program participants and the overall program.
- Respond to and resolve difficult and sensitive resident inquiries and complaints.
- Provide technical assistance to staff, groups and agencies.
- Perform related duties as assigned.

When Assigned to Tempe Community Council (TCC):

- Provides executive leadership to the Tempe Community Council (TCC) Board.
- Establishes and maintains ongoing effective communication with TCC Board members.
- Support TCC Board's mission.
- Recommend TCC Division goals and objectives; assist in the development of policies and procedures; develop and administer programs designed to meet the Human Services needs of children, of youths, adults and families in the community.
- Direct, oversee and participate in the development of the Division work plan; assign work activities, projects and programs; monitor work flow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Monitor and evaluate the efficiency and effectiveness of Tempe agencies receiving public funds including service delivery methods, workloads, administrative systems, and overall mission.
- Solicit input from and collaboratively interact with city, public entities, non-profits and community agencies.
- Comprehend and make inferences from written materials and collect and analyze data in order to maintain statistics.
- Make presentations to the City Council, neighborhood organizations, non-profits and other community partners.
- Evaluates social service needs in the community and plans and recommends programs and develops funding proposals to meet those needs.
- Coordinates existing program activities and new program proposals with other City departments and governmental, social service, and private community agencies to assure maximum program benefits and prevent duplication.
- Prepare the Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Select, train and evaluate personnel; conduct and review performance evaluations; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Promote a workforce and inclusive environment that represents and values diversity of people and ideas.
- Participate on a variety of committees relating to Division programs and activities; prepare and deliver presentations to civic and community groups about Division programs.
- Attend and participate in monthly staff meetings; confer with the City Attorney, City Prosecutors and City Managers in resolving special program issues; prepare and submit reports regarding the progress of program participants and the overall program.

- Respond to and build consensus on difficult and sensitive citizen/community inquiries and complaints.
- Provide technical assistance to staff, groups and agencies.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work in a stationary position for considerable periods of time;
- Work alone for extended periods of time;
- Operate computers and other office machines using repetitive hand/eye movement;
- Considerable reading and close vision work;
- May require working extended hours.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective November 1988

Revised May 1996

Revised July 2002 (Range Changed)

Revised June 2007(updated minimum qualification, exp & trainings)

Revised Sept 2010 (title change, added Position Information, format changes)

Revised Nov 2014 (title change, updated minimum qualifications, added physical & mental activities examples)

Revised Nov 2015 (job title and job duties)

Revised April 2018 (minor corrections under the TCC assignment)