

**MAJOR FUNCTION**

This is complex professional public contact work coordinating human services intervention strategies in targeted census tracts of the community. An employee in this class is responsible for assessing human services needed and providing services. Work involves, but is not limited to, communicating with neighborhood groups, assisting in conducting community planning sessions, developing and managing a volunteer staff of intervention workers, counseling, providing information and referral services, and coordinating neighborhood self-help activities. Work is performed under the general administrative direction of the Human Services Administrator and requires considerable independent initiative and sound judgment. Work is reviewed through conferences, reports, recommendations, and by results attained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Communicates with neighborhood groups in formal and informal settings toward securing support for and assistance with targeted interventions. Works directly with neighborhood residents on a one-on-one basis to encourage participation in activities and programs sponsored by the Human Services Development Division. Recruits and coordinates neighborhood volunteers to deliver and to participate in intervention services. Assists in conducting neighborhood planning meetings by scheduling, informing the neighborhood of meetings and attending these meetings. Works with law enforcement personnel to secure crime statistics on an ongoing basis in order to ascertain specific needs. Interprets planning strategies to neighborhood groups. Relays perceived services needs to division planning staff for funding strategies. Attends planning meetings and prepares activity/performance reports as necessary. Assists in evaluating human services programs as needed. Performs related work as required.

**Other Important Duties**

Completes special projects as assigned. Serves on ad hoc or cross-functional teams and committees as needed. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of the principles and practices of social work and community resource development. Considerable knowledge of available human services, and cultural differences. Ability to communicate effectively both orally and in writing. Ability to coordinate neighborhood services intervention programs that require citizen participation. Ability to establish and maintain effective work relationships as necessitated by the work. Ability to prepare reports and to maintain adequate records. Ability to analyze facts and exercise sound judgment in arriving at conclusions. Ability to communicate clearly and concisely both orally and in writing. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a bachelor's degree in business or public administration, sociology, social work, psychology, planning, or a related field and one year of professional experience that includes counseling, social work, rehabilitative services, or the direct delivery of human services; or an equivalent combination of training and experience.

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