

## CITY OF COLLEGE PARK, MARYLAND

### CLASS SPECIFICATION

**CLASS TITLE:** DIRECTOR OF COMMUNITY RESOURCES

**FLSA Status:** Exempt

**GENERAL CLASS DESCRIPTION:** Positions in this classification plan, administer and manage the department's programs and activities. Work involves directing program operations and the work of subordinate supervisors and staff who provide in advocacy, mediation, psychotherapeutic and support services to clients. Evaluates program operations, policies and procedures. Reports to the City Manager who evaluates work by assessing department effectiveness and attainment of program goals. Serves as acting City Manager as assigned.

**ESSENTIAL JOB FUNCTIONS:**

**The following duties are typical for this classification. Not all the listed duties may be required and other duties may be required or assigned.**

- Plans and directs department programs which include Youth and Family Services and the Seniors Program. Develops program goals and objectives; develops policies and procedures; and directs the work of subordinate staff.
- Performs a variety of administrative duties associated with program management to included developing and monitoring the department budget; coordinating activities with other City and community agencies; providing staff training and community outreach work; and reviewing and evaluating the work of subordinate staff.
- Evaluates program operations; implements and/or recommends policy changes to improve program effectiveness. Reviews and/or prepares reports on department activities and programs.
- Writes position papers regarding family related issues; seeks additional funding sources for Youth and Family Services programs; and serves on commissions and committees in order to identify needs, resources and effect changes related to program services and issues.
- Maintains effective working relationships with State, City and County human services agencies and organizations.
- Provides overall monitoring of Department cases for quality of service delivery and of case, program and service documentation. Ensures compliance with applicable regulations and standards. Participates in the development and modification of policies and procedures.
- Conducts clinical review of the Clinical Supervisor's cases.

**KNOWLEDGES, SKILLS AND ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS.**

**Technical Knowledge:**

- Thorough knowledge of the goals, purpose and mission of the department and its programs.
- Thorough knowledge of the principles, practices and methodologies of planning and managing social work and psychotherapeutic service programs.
- Considerable knowledge of the City policies and procedures with regard to administering programs.

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- Considerable knowledge of the regulations, standards and requirements pertaining to service delivery, assessments, and treatment plans and documentation.
- Considerable knowledge of the community environment, characteristics, needs, trends and issues relating to human services programs. Considerable knowledge of the local and state community resources and human services agencies.
- Considerable knowledge of the principles and practices of supervising staff.

### Physical Requirements:

- Ability to operate a variety of office equipment such as a computer, telephone, etc.

### Language Ability & Interpersonal Communications:

- Ability to plan, monitor, and evaluate department programs and services.
- Ability to plan and review the work of subordinate staff.
- Ability read, interpret and apply regulations, directives, standards and policies regarding human service programs and services.
- Ability to prepare program reports, position papers, policies and procedures.
- Ability to develop effective working relationships with staff, officials, and personnel from local, and State Human Services agencies and community organizations.

### Environmental Adaptability

- Work is performed in an office environment.

### **ACCEPTABLE TRAINING AND EXPERIENCE**

Requires a Master's degree in counseling, clinical social work or a related field and 6 - 9 years of progressively responsible experience managing clinical social work services and counseling programs to include supervision of staff; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

*College Park is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*