



# City of Tempe

## SENIOR SOCIAL SERVICES COORDINATOR+

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	272	<i>Department:</i>	Human Services
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Sr. Recreation Coordinator+
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No
Click <a href="#">here</a> for more job classification information including current salary range.			

DISTINGUISHING CHARACTERISTICS
This is the advanced-level professional class within the Social Services Coordinator series. Employees within this class are distinguished from the Social Services Coordinator+ by the performance of the full range of duties, as well as overseeing the more complex assignments given to the Social Services Coordinator. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, are fully aware of the operating procedures and policies of the work unit, and are performing the full range of duties assigned to the class. Positions in this class are flexibly staffed and are filled by advancement from the lower class of Social Services Coordinator+.

REPORTING RELATIONSHIPS
Receives general supervision from the Human Services Supervisor or from other supervisory or management staff.
Exercises direct supervision over professional, technical, clerical, contract and volunteer social services staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Two (2) years of experience in the implementation and coordination of educational, human service or social programs and activities according to the requirements of the assigned area, including one (1) year of supervisory experience.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major course work in public administration, business administration, early childhood education, social work, sociology, psychology, education, or degree related to the core functions of this position. A master's degree is preferred.
<i>License / Certification:</i>	<ul style="list-style-type: none"> <li>• Possession of a valid driver's license.</li> <li>• May require the possession of, or required to obtain within six (6) months of hire, a CPR certification.</li> </ul>

## 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 plan, coordinate and supervise activities and staff relative to assigned area of responsibility within the City of Tempe's 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.

- Participate in the selection of staff; provide or coordinate staff training; plan, prioritize, assign, supervise and review the work of staff involved in the program area; work with employees to correct deficiencies; implement disciplinary procedures.
- Recommend and implement goals and objectives; policies and procedures and establish schedules and methods for specialized programs.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Direct operations of assigned program to include the overseeing and administering of facility use contracts where applicable; schedule program providers and facilities for program offerings; schedule, coordinate and assign personnel to projects; maintain applicable compliance licenses.
- Consult with school officials, non-profit organizations, police, probation officers, public assistance workers, employment service counselors, civic organizations, and other public and private agencies in seeking solutions to problems affecting youths or adults.
- May be required to meet in person with stakeholders and program participants, as well as transport participants to resources and services as needed.
- Develop and encourage community participation in programs and services through press releases, presentations, and referrals.
- Maintain records and prepare reports of program activities.
- Purchase supplies; maintain inventory control; prepare purchase requisitions.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

### **When assigned to Homeless Solutions:**

- Research, recommend, and develop programs that will reduce homelessness in the City of Tempe.
- Coordinates activities and serves as liaison between the City of Tempe, the U.S. Department of Housing and Urban Development, other state and public agencies and a variety of social service and private agencies. Participate in Continuum of Care, including Coordinated Entry activities.

- Write grants and respond to proposals to increase funding for homeless programs.
- Report, as required, to the City Council, Council Subcommittees and other Departments and Agencies.
- Participate in the evaluation of homeless/social service/job training and employment programs specific to Homeless Outreach serving Tempe residents.
- Assist in program budget development; tracks and documents program budget expenditures and resources.

**When assigned to Tempe Works:**

- Coordinates case management, services, resources, and employment of Tempe Works participants across all stakeholders.
- Coordinates program management activities, resources, wrap around services, wages, job training and information.
- Research, recommend, and develop programs that will end homelessness through shelter, housing, workforce development, and employment opportunities in the City of Tempe; conducts program outreach to external partners to expand program participation.
- Write grants and respond to proposals to increase funding for Tempe Works.
- Report, as required, to the City Council, Council Subcommittees and other Departments and Agencies.
- Participate in the evaluation of homeless/social service/job training and employment programs specific to Tempe Works serving Tempe residents.
- Assist in program budget development; tracks and documents program budget expenditures and resources.

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
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

**JOB DESCRIPTION HISTORY**

*Effective November 1988*

*Revised August 1995*

*Revised June 2000 (Title Change)*

*Revised July 2006*

*Revised August 2008 (update license/certification)*

*Revised February 2011 (Driver's license requirement)*

*Revised July 2016 (removed Library Division and Community Services Dpt.)*

*Revised January 2022 (no physical required; update min quals, essential job functions, and added when assigned to Homeless Solutions & Tempe Works)*

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

**Job Title: Sr. Social Services Coordinator+**

**Job Code: 272**

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?	X	
Will this vehicle require a Commercial Drivers License?		X

	Never	Occas.	Freq.	Contin.
	0% of time	1-35% of time	36-65% of time	66-100% of time

WORK WITH OR EXPOSURE TO THE FOLLOWING				
Machinery*	X			
Electrical*	X			
Power Tools*	X			
Hand Tools*	X			
Personal Protective Equipment*	X			
Computer Software				X
Fumes		X		
Chemicals	X			

ENVIRONMENT				
Indoors				X
Outdoors		X		
Working in or around water	X			
Extreme Heat		X		
Extreme Cold		X		
Office Setting				X
Confined Spaces	X			
Excessive Noise**	X			
Heights		X		
Sewage Exposure		X		
Bodily Fluid Exposure		X		

ENDURANCE				
Sit				X
Stationary / Stand		X		
Traverse / Move		X		

VISION REQUIREMENTS	YES	NO
<b>Close</b> (clear vision at 20 inches or less)	X	
<b>Distance</b> (clear vision at 20 feet or more)	X	
<b>Color</b> (ability to identify and distinguish colors)		X
<b>Depth Perception</b> (three-dimensional vision, ability to judge distances and spatial relationships)		X
<b>Peripheral</b> (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)		X
<b>Ability to adjust focus</b> (ability to adjust the eye to bring an object into sharp focus)	X	
<b>No Special Vision Requirements</b>		X

Maximum LIFT / CARRY	Lift	Carry
5-25lbs		
26-50lbs		
51-75lbs		
76-100lbs		

Maximum PUSH / PULL	Push	Pull
5-25lbs		
26-50lbs		
51-75lbs		
76-100lbs		

MOVEMENT	YES	NO
Bend / Stoop / Twist	X	
Crouch / Squat	X	
Kneel / Crawl		X
Above Shoulder Level	X	
Below Shoulder Level	X	
Repetitive Arm Use	X	
Repetitive Wrist Use	X	
Repetitive Hand Use	X	
Neck Range of Motion	X	
Climb Stairs / Ladders		X
Traverse Uneven Surface	X	
Traverse Even Surface	X	

ADDITIONAL CONSIDERATIONS:
- May require working extended hours.
- May work alone for extended periods of time.

*DEFINITIONS/EXAMPLES
<b>Machinery:</b> bucket truck, riding mowers, backhoe etc.
<b>Electrical:</b> wiring, outlets, fuses etc.
<b>Power Tools:</b> push mowers, jackhammers, drills, chainsaw etc.
<b>Hand Tools:</b> hammers, wrenches, shovels, wheel barrels, saws etc.
<b>Personal Protective Equipment:</b> respirators, Tyvek coveralls, hard hats, fall protection harness etc.

**\*\* Hearing test is required**