



# City of Tempe

## HUMAN SERVICES SUPERVISOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	370	<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 [here](#) for more job classification information including current salary range.

### REPORTING RELATIONSHIPS

Receives direction from the Human Services Director or from other supervisory and management staff.  
Exercises direct supervision over professional and clerical staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four (4) years of experience in the implementation and coordination of social services programs.
<i>Education:</i>	Equivalent to bachelor’s degree from an accredited college or university with major course work in social work, criminal justice, sociology, education, psychology or a degree related to the core functions of this position. Master’s degree is preferred.
<i>License / Certification:</i>	Possession of a valid driver’s license.

### 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, organize and supervise a major social services or community program such as community education and employment; youth and family counseling, crisis response and mediation services; and adult and juvenile diversion and adult probation; and to supervise the staff involved in providing such services to the community.

### 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.

- Develop, implement, supervise, promote and evaluate social service activities and services in assigned service and program areas; develop, recommend and implement program activities including diversion/probation, community education and employment, and youth and family counseling.
- Plan, prioritize, assign, supervise and review the work of staff involved in providing social/community services and programs; work with program participants and staff to ensure program effectiveness.
- Interview and assess program participants to determine their needs, abilities, and program expectations and requirements.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services; recommend and implement policies and procedures.
- Evaluate program operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Coordinate program activities with those of other departments, outside agencies and organizations, and City staff.
- Plan, develop and implement contracts with providers of specialized services; administer and revise contracts as necessary; oversee contracted providers to ensure contractual compliance.
- Ensure program compliance with pertinent laws, rules and regulations.
- Maintain awareness of new developments and legal requirements impacting social services; incorporate into existing programs as needed.
- Consult with school officials, courts, emergency service staff, police, probation and public assistance staff, and other public and private agency representatives to seek assistance and find solutions to participant problems.
- Purchase necessary equipment and supplies; initiate bids for service providers; prepare bid specifications as required.
- Answer questions and provide information to program participants, city employees and the public.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

## PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Operate city vehicles;
- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;

- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
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 September 1996*

*Revised December 1997*

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

*Revised April 2016 (When assign to, updated license/certifications)*

*Revised August 2019 (Update job title, reporting relationship, min quals, and job duties)*