

**COMMUNITY ACTION MANAGER****DEFINITION**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are **not** intended to reflect all duties performed within the job.*

Under general direction, plans, organizes, directs and controls the activities and staff for a variety of grant-funded programs for three counties, including emergency services, housing services, income and employment, and community development for vulnerable, low-income seniors, youth and families. This classification works under the general direction of the Program Manager, Deputy Director or Director, and performs related duties as assigned. Supervises lead, professional, and technical unit staff.

**DISTINGUISHING CHARACTERISTICS**

This is a single position class. The predominant focus of the position is to manage, plan and coordinate grant-funded programs involving emergency, housing, community development, and economic and social services. The incumbent exercises discretion in applying general goal and policy statements and in resolving organizational and service delivery problems. The Community Action Manager ensures that assigned activities are completed in a timely and efficient manner consistent with defined policies and regulations. This class is distinguished from other management positions in that it does not oversee other supervisory staff, and does not assume overall authority over activities or operations in their assigned areas.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from senior level management in Community Action; exercises direct supervision over assigned lead staff and interns or volunteers and indirect supervision over professional and technical staff.

**EXAMPLES OF DUTIES** -- Duties may include, but are not limited to, the following:

Manages the daily work activities of assigned programs and staff.

Participates in the creation of community assessments and performs program research to identify service needs; designs, implements and administers plans and programs that meet the needs of communities served.

Serves as team leader and fosters a flexible and cooperative team environment.

Researches and prepares grant applications for program funding.

Allocates fiscal, personnel and inventory resources for program/project implementation.

Ensures all unit activities and operations performed by staff and by subcontractors are in compliance with applicable federal, state and local laws, regulations, and funding guidelines.

Coordinates and/or performs the completion and submittal of quarterly and annual reports to all funding agencies; monitors reports and records prepared by subordinate personnel for completeness, accuracy and compliance.

Plans public awareness documents and publicity materials.

Recommends and implements agency and unit policies and procedures.

Coordinates unit activities with those of other divisions, departments and outside agencies and organizations.

Assists with budget preparation and administration.

Supervises, trains and evaluates program staff and other assigned staff or interns or volunteers; participates in the selection of staff; provides and/or coordinates staff training.

Coordinates special short-term projects that benefit the community.

Receives and responds to public inquiries regarding programs and activities.

Participates on a variety of boards and commissions; attends and participates in professional groups and committees.

Performs general administrative work as necessary, including preparing reports and correspondence, conducting and attending meetings, copying and filing documents, entering computer data and maintaining databases, compiling data for reports, etc.

Provides direct client services as required.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local laws, codes and regulations.

Principles of program development, management and administration.

Principles and practices of fiscal management and budgetary control.

Modern principles and practices of social work and case management.

Modern principles for home repair, construction and housing quality.

Principles and practices of grants development, administration and reporting.

Principles and practices of supervision, training and performance evaluation.

Principles and practices of record-keeping.

English usage, spelling, grammar and punctuation; basic mathematics.

Modern office practices and technology.

Ability to:

Understand, interpret and apply pertinent laws, codes and regulations.

Uphold the values of Community Action and code of ethics.

Implement and manage within the Results Orientated Management Accountability framework.

Ensure compliance with funding sources and the Community Action Organizational Standards.

Establish and maintain a positive culture and promote effective teamwork.

Effectively assign and organize the work of subordinate staff within program and budget constraints.

Coordinate and administer emergency / social service programs.

Develop and control the expenditures of a multi-faceted program budget.

Supervise, train and evaluate staff.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Prepare clear, concise reports and records.

Gain cooperation through discussion and persuasion.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible administrative experience in the planning and coordination of social service or grant programs.

Training:

Bachelor's degree with major course work in social work, psychology, public administration or related field is desired.

Substitution: Additional progressively responsible experience in any of the functional areas noted above may be substituted for the required education on a year-for-year basis up to a maximum of two years.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid California driver's license.

WORKING CONDITIONS

*Mobility* - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

*Lifting* - Frequently 5 lbs or less; occasionally 5 to 30 lbs.

*Visual* - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

*Dexterity* - Frequent holding, reaching, grasping, repetitive motion, and writing.

*Hearing/Talking* - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

*Emotional/Physiological Factors* - Frequent decision making, concentration, and working alone; and occasional public contact.

*Special Requirements* - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

*Environmental Conditions* - Occasional exposure to noise, dust, and poor ventilation; and occasional exposure to varied weather conditions.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to

communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.