



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
**COMPREHENSIVE SERVICES ACT
COORDINATOR
HUMAN SERVICES**

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for implementing, coordinating the overall program management and supervision of the Comprehensive Services Act (CSA) program and the program for At-Risk Youth and Families. Reports to the Deputy Director of Human Services.

ESSENTIAL JOB FUNCTIONS

Plans, develops and recommends priorities, goals and long range objectives pertaining to the management and direction of the CSA unit; establishes and implements management systems and ensures the completion of assigned goals and objectives; and monitors and analyzes the effectiveness of service delivery within the program and prepares reports as needed.

Responsible for the effective supervision and administration to include budget preparation and monitoring expenditures, staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities.

Organizes and directs the work and activities; assesses suitability of specific services for targeted CSA cases; participates in staffing cases that require joint planning with other agencies; advises staff on difficult issues; and makes decisions on exceptional cases to manage and implement appropriate services and assistance.

Regularly monitors CSA cases, including clinical records identified by the Family Assessment and Planning Team (FAPT); assesses program objectives and delivery, makes or recommends appropriate adjustments or corrective actions as required.

Coordinates the Interagency Council which consists of representatives from various human service organizations, schools and service providers; and collects comprehensive data that assists the FAPT team in determining client-vendor needs and services as well as applicability and compliance criteria.

Negotiates service contracts with private providers that render services to CSA recipients; monitors coordination and delivery of these services and recommends vendor payments; conducts research for potential, new or additional service providers; hears and processes appeals from clients, agencies and vendors regarding CSA.

Performs accounting and financial reporting functions; participates in audits, responds to audit findings and takes appropriate corrective action; prepares statistical and financial reports and logs. Makes referrals and researches and responds to inquires, complaints and discrepancies.

Serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups; collaborates with other agencies to develop and coordinate resources in order to establish effective working relationships and receives and make appropriate referrals; and remains abreast of current CSA policies, guidelines and best practices and to ensure CSA program compliance.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services - Knowledge of human services principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related payroll software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- Financial Management - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data. Ability to use a calculator with speed and accuracy, perform mathematical computations such as percentages, fractions, addition, subtraction, multiplication and division quickly and accurately.
- Coordination of Work – Ability to establish and implement effective social work programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.

- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Public Administration, Psychology, Social Work or a related field and 3-5 years of closely related experience including 1-2 years of supervisory experience, or an equivalent combination of education and experience. A Master Degree is preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.