



**COMMUNITY SERVICES MANAGER**  
Bargaining Unit: Management Employees  
FLSA Status: Exempt

**DEFINITION:**

Under general supervision of the Community and Recreation Services Director, the Community Services Manager administers and manages the Youth and Family Services (YFS) and Homeless Programs of the Community and Recreation Services Department for the City of Union City. YFS services include support for youth violence intervention and prevention through mentoring, employment, outreach, case management, individual and family counseling, parent education, and crisis support. Homeless Programs provide direct case management services to unhoused individuals and families.

**CLASS CHARACTERISTICS:**

This is a single position management classification assigned overall management and coordination of service delivery for the Community Services including Youth & Family Services, Homelessness Programs and other community-based social services. The Community Services Manager is responsible for achieving defined fiscal and programmatic objectives including but not limited to identifying, preparing, and managing grant proposals, budget, and performance reports for federal, state, and local funding.

**EXAMPLES OF DUTIES (*illustrative only*):**

- Manages and implements a delivery system of social services to youth, families and individuals in crises and the unhoused including but not limited to: at-risk youth, dependent children, homelessness support, sustenance and nutrition support, victims of child/adult abuse, domestic violence, and those experiencing mental health and substance abuse.
- Develops, integrates and oversees new social services programs into division/department administrative structure.
- Writes effective and persuasive grant proposals to secure funding to support City projects, programs and activities.
- Prepares performance reports for federal, state and local funding, and program performance and other reports as required by the City.
- Ensures timely and accurate use and reporting of grant funds consistent with purpose(s) outlined by the funding source, and communication of proposed variances to use of funds as necessary.

- Manages, trains, motivates and evaluates a team of multi-disciplinary staff. Provides overall technical and management direction/coordination to personnel in assigned area of responsibility.
- Works collaboratively with public, private and non-profit organizations, community members and other stakeholders including County and State level regional bodies and taskforces to build partnerships and coalitions to increase the effectiveness and efficiency of programs and service delivery methods.
- Conducts presentations of programs and services provided to public, groups and other agencies.
- Serves as a departmental liaison with community social and mental health agencies, local law enforcement and criminal justice agencies, the faith community, community organizations and non-profit organizations, the school district, and others to adequately assess and represent community needs.
- Participates in department, city and community meetings as necessary.
- Conducts assessments to identify appropriate resources and provide referral services (secondary duty).

**QUALIFICATIONS:**

Graduation from an accredited college with a Master’s Degree in Social Work, Psychology, Human Development, Social Sciences, or a closely related field and five (5) years of experience with programs providing social/human services including two (2) years in a supervisor capacity and experience with grant proposals/management.

Experience with programs dealing with youth violence prevention, mental health, homelessness or other social services is highly desirable.

**LICENSE AND CERTIFICATIONS:**

Possession of a valid California Driver’s License and have a satisfactory driving record.

Current license as a Marriage and Family Therapist (LMFT) or Clinical Social Workers (LCSW).

**KNOWLEDGE AND ABILITIES:**

Knowledge Of:

- Principles and techniques of crisis intervention and family therapy, which includes interviewing techniques and treatment modalities.
- Mental health and social service delivery, intake and screening procedures, models of interagency collaboration, including program development.
- Grant processes and practices, including new funding sources and medical billing.
- Programming principles of assigned community services functions that are related to youth and families and homelessness, including the functions and

organization of public assistance and social service providers and maintain effective working relationships with them

- Evaluation and use of data to inform strategy building.
- Theories and principles of human development, particularly child and youth development.
- Familiarity with community resources and current trends in the areas of social services including youth violence prevention and intervention, mental health and counseling, and homelessness.
- Legal and ethical issues in mental health and social services work, including child abuse trends, treatment and reporting requirements.
- Computer applications related to the work.

#### Ability To:

- Coordinate a Citywide strategy involving multiple agencies and stakeholders to prevent and intervene with youth violence; provide case management and referrals for services and permanent housing to the homeless; and other social service needs that become a priority for the community.
- Provide case management and referrals for services and permanent housing to the homeless and other social service needs that become a priority for the community.
- Provide leadership and create a positive, team environment, including supervise, manage, and motivate a small, diverse group of program staff.
- Develop and maintain comprehensive grant management strategies including identifying fundable projects and funding sources; prepare grant applications, proposals and budgets.
- Analyze and produce statistical reports and maintain records as necessary.
- Plan, organize and manage service delivery of multiple social service programs.
- Communicate effectively both orally and in written form.
- Prepare clear, concise and competent reports, correspondence, written materials, and oral presentations.
- Develop creative and effective solutions to challenging problems and issues, including crisis intervention.
- Plan and schedule work assignments.
- Exercise sound judgement and political astuteness in complex situations
- Recognize and apply City safety practices and procedures when interacting with individuals and groups.
- Perform crisis intervention dealing with problems within the community.
- Facilitate the development of effective and productive relationships with at-risk and/or aggressive youth and their families with diverse racial, ethnic, cultural, and sexual orientation backgrounds.
- Work independently to make sound decisions and remain focused under stressful conditions.
- Work evenings, weekends and respond to emergency (crisis) call-outs as needed.

**WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS:**

The City of Union City is an equal opportunity employer. The City of Union City will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.