

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Human Services Manager	<b>Job Family:</b> 2
<b>General Classification:</b> Management	<b>Job Grade:</b> 34

**Definition:** The Human Services Manager is responsible for managing the City’s resources to meet the needs of Mountain View’s most vulnerable residents while improving the quality of life for all residents. Working in collaboration with a network of community-based service providers, the Human Services Manager assists homeless, unstably housed, and other vulnerable residents through development and coordination of housing, mental health, and other basic human services needs.

**Distinguishing Characteristics:** As a member of the City Manager’s Office staff, the Human Services Manager manages the City’s human services initiatives. Receiving general direction from the Assistant to the City Manager or designee, the Human Services Manager works with the community and City staff to ensure comprehensive communication and effective and coordinated services delivery.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Develop policy recommendations and response strategies to work collaboratively with local and regional partners to address homelessness and human services needs of vulnerable Mountain View residents.
2. Work with City staff and the community to develop program implementation and action plans; update existing and implement new programs; manage program operations; and develop program monitoring and evaluation strategies.
3. Act as City staff liaison and coordinate with community-based organizations, nonprofits, and intergovernmental partners to maintain effective programs (e.g., education, counseling, employment, child care, health care, financial assistance, intervention programs, legal advice, hotlines, shelter, and transportation, etc.) to address the needs of the most vulnerable Mountain View residents.
4. Convene cross-departmental teams to coordinate City planning and services for homeless, unstably housed, and other vulnerable residents.
5. Develop and maintain effective working relationships with community partners and service providers; respond to questions and concerns from the public.

**Position Title:** Human Services Manager

Page 2 of 4

6. Encourage and facilitate collaboration and partnerships among government agencies, local businesses, nonprofit organizations, and community-based groups.
7. Assist in the development and administration of the program operating budget; research external funding opportunities; write and coordinate grant proposals; and maintain thorough records of grants and other outside funding sources.
8. Develop and manage contracts between the City and vendors/partner organizations.
9. Review and interpret legislation to ensure compliance with local, State, and Federal regulations; maintain thorough records for program monitoring and evaluation; and monitor development of local, State, and Federal legislation related to the City's programs.
10. Work with other departments to develop and track goals and objectives, and convey program successes and needs through verbal and written communication.
11. Track, analyze, report, and share with the community metrics, data, and outcomes associated with programs and services provided to the homeless, unstably housed, and other vulnerable residents.
12. Represent the City in the community, on City committees, and in local and regional organizations.
13. Prepare reports regarding complex and sensitive human services issues. Present clear and concise reports to the City Council, City departments, City Council-appointed commissions and committees, the public and the media, and respond to questions and concerns.
14. Disseminate information to the Mountain View community regarding available social safety-net services and programs. Work with department and City staff to identify, develop, and implement effective communication strategies through City platforms and social media.
15. May train, supervise, and provide feedback to support hourly staff and volunteers.
16. Perform other related duties as assigned.

**Minimum Qualifications:**

Knowledge of: Principles and practices of city, county, or nonprofit administration; contemporary methods, techniques, principles, and procedures used in the development, administration, and evaluation of social services programs and services; principles of report writing and presentation; Federal, State, and local legislation regarding human services; strategies of public communication, including use of social media; development, and administration of grant proposals; leadership and management principles and practices; practices of project management and strategic planning; principles and practices of budget preparation and monitoring; the structure and content of the English language, including rules of composition, grammar, and proofreading; and modern office procedures, methods, computer equipment, and software.

Ability to: Use advanced analytical techniques to assess social services and public assistance needs; manage and revise existing programs and services, and develop new programs and services to meet objectives; coordinate programs and policy development and management with other City staff, the City Council, City boards/commissions/committees, nonprofit organizations, local businesses, and the community; develop and maintain positive working relationships with those contacted in the course of work; prepare and administer a budget; keep thorough records; write and process grant proposals; review and interpret policies; analyze complex problems and recommend solutions; monitor, review, and interpret legislation; develop and manage contracts; work with a high degree of autonomy; communicate effectively orally and in writing; and select, train, supervise, and evaluate personnel and volunteers.

**Experience and Training Guidelines:** A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

A bachelor's degree from an accredited college or university in social services, social work, psychology, public health, sociology, public administration, administration of justice, or a related field; and four years of increasingly responsible experience in human services program development and management. A master's degree in a directly related field and bilingual skills are highly desirable.

**Position Title:** Human Services Manager

Page 4 of 4

**Required Licenses or Certificates:** A valid California Driver License.

Established: October 2021

Revised:

HRD/Class Specs/Human Services Manager