

City of Dallas
Classification Specification

Title:	Human Services Program Specialist	Class Code:	20814
Application:	Career Series	Pay Grade:	H
Supplemental/Code:	Administrative/1	Established:	10/01/94
FLSA Status:	Non-Exempt	Revised:	01/01/09

Position Purpose:

Plans, coordinates, and/or manages the daily operations of an assigned program to provide direct human or social services to the citizens of Dallas according to established policies and procedures.

Essential Functions:

1. Plans, develops, coordinates, and/or directly manages program, services, and related activities to ensure efficient and effective accomplishment of program goals, ensure quality service delivery to citizens, and ensure that program is in compliance with applicable regulations, guidelines and procedures.
2. Maintains contact with various service agencies to ensure efficient handling of cases and establish networks and partnerships to provide needed services to clients.

Depending on location:

3. Monitors program budget to ensure program is operating efficiently and within established budgetary guidelines.
4. Supervises staff by delegating assignments, monitoring and evaluating performance, and ensuring that staff is properly trained to ensure effective delivery of services.
5. Coordinates and organizes special events by planning and developing event concept, soliciting sponsors, donations and/or vendors, and completing final reports to ensure that event is well planned and accomplishes desired goals.
6. Recruits volunteers from local community, businesses and organizations and delegates assignments to volunteers based on skills and programs' needs.
7. Participates on various boards and committees to represent the city in addressing various issues or planning events.
8. Performs needs assessments and provides short term counseling and/or makes referrals to various agencies to address client's needs.
9. Provides training or gives presentations to effectively teach clients needed life skills and to educate clients on issues impacting their health and lifestyles (substance abuse, diabetes awareness, etc.).
10. Performs other duties as assigned.
11. Regular, reliable and punctual attendance is an essential function of the job.

Knowledge, Skills and Abilities Required to Perform Work:

Knowledge of federal, state and local guidelines and procedures and the ability to apply guidelines and procedures to program operations.

Knowledge of the principles and design of effective social service delivery systems.

Knowledge of the client group of social service areas assigned.

Knowledge of the network of social services agencies.

Ability to plan, supervise, and evaluate the work of others.

Ability to evaluate proposed programs according to defined criteria.

Ability to communicate effectively both orally and in writing.

Ability to analyze operational problems, and to formulate and implement solutions.

Ability to make effective presentations to a variety of ages and socio-economic groups.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Working Conditions and Hazards:

Works in office - may attend meetings or events in various locations.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.