

## Exhibit 4

CITY OF CARSON  
Class Specification

City Council Reso No: 22-066  
Bargaining Unit: CPSA/SEIU 721  
FLSA: Exempt

### HUMAN SERVICES PROGRAM MANAGER

#### **Job Summary:**

Under the direction of the Community Services Superintendent, plans, organizes, and evaluates a variety of social services and related programs offered by the City; supervises and evaluates staff assigned to social services and associated programs.

#### **Essential Duties and Responsibilities:**

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Plans, organizes, manages, and evaluates a variety of social services and programs.
2. Establishes, implements, and monitors performance standards, goals and objectives of assigned social services and programs.
3. Prepares, monitors, and controls budget and financial expenditures of assigned social services and programs.
4. Develops marketing plans, advertises and promotes assigned social services and programs.
5. Researches and prepares Request for Proposals and bid specifications for contracted programs, services and equipment.
6. Negotiates, prepares and administers contracts, and monitors and evaluates contractor performance, and provides recommendations to improve, extend or terminate contracts.
7. Provides technical assistance and information to contractors and supervisors.
8. Supervises, trains, mentors, evaluates and participates in the hiring and disciplinary process of assigned staff.
9. Prepares, reviews, and approves reports and other correspondence, including but not limited to, City Council.
10. Maintains inventory control and prepares plans to maintain and upgrade current City's social services and programs facilities and equipment.
11. Responds to general public's complaints and inquires.
12. Communicates with outside agencies, such as the local school districts, Sheriff's and Fire Departments.
13. Develops and implements operational procedures for the social service programs.
14. Collaborates with Parks & Recreation Division on joint projects.
15. Coordinates and participates in special community out-reach events.
16. Prepares and maintains records regarding work activity and assigned personnel.
17. Attends meetings, makes oral presentations to city employees, governmental, commissions and and/or public groups.
18. Assists in grant writing, application and administration process.
19. Performs related duties as required.

#### **Qualification Guidelines:**

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

#### **Education and Experience:**

Bachelor's degree in social sciences, with emphasis on sociology, psychology or a closely related field, and five (5) years of paid full-time supervisory experience in social services. Graduation

from a graduate field in Business Administration, Public Administration or Social Services may substitute for two years of the required work experience.

**Knowledge of:**

- Principles and practices of Social program development and implementation.
- Pre-school programs and applicable Education Code provisions.
- Federal and state laws applicable to Social services offered and contracted by the City.
- Community Social programs interests and needs.
- Applicable laws, codes, regulations, policies and procedures.
- Principles of supervision, training, and evaluation.
- Marketing, advertising and public relations principles and practices.
- City organization, operations, policies and objectives.
- General record keeping practices.
- Budgeting practices and procedures; grant administration.
- Appropriate safety practices and procedures.
- Personal computer software and hardware, including spreadsheets, word processing and presentation programs.
- Office practices and procedures.
- Medium to large size Social services vehicles and equipment
- Effective methods of report presentation.
- Purchasing practices and contract administration.

**Skill and Ability to:**

- Effectively develop and administer Social programs and services.
- Evaluate Social programs, bus stops and equipment.
- Effectively prepare marketing plans.
- Use City's operations software, including Granicus, Tyler Munis and ActiveNet
- Supervise, train and evaluate staff.
- Identify and analyze problems and take effective corrective action.
- Establish and maintain effective working relationships with others.
- Effectively communicate orally and in writing.
- Maintain accurate records and prepare clear and concise reports.
- Make effective oral presentations.

**License and/or Certificate:**

Possession of a valid California Class C Driver License. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record. Possession of a valid First Aid/CPR certification is required at the time of employment.

**Physical Requirements and Working Conditions:**

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Perform work which is primarily sedentary
- Require ability to talk, hear and see.

- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Is subject to inside and outside environmental conditions.
- May be required to use personal and/or city vehicle in the course of employment.
- May be required to work evenings, holidays or weekends.