

NEIGHBORHOOD SERVICES MANAGER

DEFINITION

Plans, directs, supervises and coordinates the work of the Neighborhood Services Division of the Library and Neighborhood Services Department. Responsibilities require the performance of complex management level duties within the context and support of the Library and Neighborhood Services Department's Mission, City Initiatives and City Council Priorities.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of the Library and Neighborhood Services Department.

Provides direct and indirect supervision to professional, technical and clerical staff.

ESSENTIAL DUTIES – Essential responsibilities and duties may include, but are not limited to the following:

1. Carries out policies set by City Council and others under the general direction of the Library and Neighborhood Services Director, and manages strategy and program implementation for neighborhood preservation and improvement efforts including, but not limited to: the Neighborhood Preservation Initiative; Neighborhood Partnerships Program; the Neighborhood Leadership Academy; the Corridor Area Improvement Program; and the Hayward Blight Buster Program.
2. Assists with the development and implementation of goals, objectives, policies and priorities of the Department and manages the development and implementation of procedures and practices of the Neighborhood Services Division.
3. Plans, organizes, controls and evaluates the functions and activities of the division, including the Community Development Block Grant, the Social Services Grant, and the Neighborhood Initiatives Grant Programs; the Community Preservation (Code Enforcement) Program; the Property Rehabilitation Program; the Hayward Para-transit Program; and the Neighborhood Partnership Program.
4. Oversees the coordination of the Division's program and services with other City departments, outside public agencies, private community-based and faith-based service organizations, neighborhood organizations and resident groups.

5. Serves as liaison with appropriate governmental jurisdictions promoting interagency cooperation, program coordination and information exchange.
6. Conducts and oversees research studies, community needs assessments and analyses relative to areas of responsibility.
7. Provides, and supervises the provision of, staff support and prepares or directs the preparation of reports, studies, analyses and recommendations to the Citizens Advisory Commission, Human Services Commission, and the Keep Hayward Clean and Green Task Force.
8. Prepares or directs the preparation of staff recommendations to the Hayward City Council and council committees, boards and commissions, and other advisory and governing bodies as needed.
9. Oversees the development and administration of Federal and State grants as well as the development of new sources of funding from other private and public sources in support of the Department's mission.
10. Coordinates project activities, including the development of neighborhood organizations designed to compliment and supplement City services aimed at improving and sustaining a high quality of life and the overall livability of the Hayward community.
11. Makes public presentations, and oversees the preparation and delivery of public presentations and written materials using a variety of media in both English and other languages as appropriate to the community.
12. Responsible for the preparation and administration of the Neighborhood Services Division budget.
13. Supervises, trains, and evaluates professional, technical and clerical staff, as well as student interns and volunteers.
13. Performs related duties as assigned.

QUALIFICATIONS – Knowledge, Skills and Abilities:

Knowledge of:

- A. Principles and practices of public administration: code enforcement; organizational development and evaluation; social research and community needs assessments; community organization; as well as the development and administration of budgets and personnel.

- B. Federal, state and local programs and resources for housing rehabilitation, social services, neighborhood and community development.
- C. Program monitoring and evaluation methods.
- D. Federal, state and local laws and regulations pertaining to the work of the Division.

Ability to:

- E. Effectively plan, organize and facilitate working groups that include persons representing multiple and potentially competing interests, as well as a variety of disciplines, issues and concerns.
- F. Effectively plan, organize and coordinate multiple complex studies, programs, projects and activities in a timely and accurate manner.
- G. Accurately interpret and apply federal, state and local laws and regulations.
- H. Effectively plan, coordinate and supervise, directly and indirectly, the work of professional, technical and clerical personnel.
- I. Effectively lead and work with Division staff, other City personnel, community volunteers, interdepartmental and interagency multi-disciplinary teams of professionals and other related interested parties to carry-out programs, services, projects and activities.
- J. Effectively communicate clearly and concisely, orally and in writing.

EXPERIENCE AND TRAINING

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Four years of recent professional experience in city, county or regional public administration involving community, organizational, programmatic and project planning.

Training: Bachelor's Degree from an accredited college or university with major work in public administration, planning, social services, or a closely related field. Masters degree or higher is desirable.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment; safely drive to various locations and make effective presentations to public audiences, conduct City business during day and evening hours; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball, use standard office equipment; sit for prolonged periods of time; stand, walk, reach, bend and safely lift and carry equipment and presentation materials weighing up to 35 pounds; converse by telephone, by email, in person, and before small and large groups, and be clearly understood; read and comprehend technical and complex documents; interact with the public and all different levels of City staff in a professional manner.

PROBATIONARY PERIOD: One year.

799CS99

June 1985

Revised May 2008

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt