

# Housing Authority of City of Milwaukee

## CLASS SPECIFICATION TITLE: Director of Community Programs & Services

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
D	6	3	Exempt	Resident Services	Assistant Secretary

**CLASS SUMMARY:**

This position is responsible for directing and overseeing operations of multiple programs and services. Responsibilities may include supervising staff; developing programs; and managing program grants.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

1.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; coordinating staff training; and implementing hiring, discipline, and termination procedures.
2.	Oversees housing intake, public safety, resident services, and other programs and services to ensure efficiency of operations.
3.	Develops related policies and procedures; provides guidance to staff in interpreting policies and procedures.
4.	Assesses community needs and develops new programs.
5.	Manages program grants, including: assessing eligibility for grants; determining whether to pursue grants; reviewing grant applications for proper completion; and securing grants.
6.	Oversees program implementation to ensure compliance with grant requirements.
7.	Prepares reports in accordance with regulatory and funding agency requirements.
8.	Promotes and explains programs and services to boards, the public, and others.
9.	Performs other duties of a similar nature or level.

**TRAINING AND EXPERIENCE** (positions in this class typically require):

Bachelor's degree in Business or related field; 8-10 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**LICENSING REQUIREMENTS** (positions in this class typically require):

Licensing Requirements:

- Wisconsin Driver's License

**KNOWLEDGE** (position requirements at entry):

Knowledge of:

- Applicable federal, state, and local ordinances, laws, rules, and regulations;
- Computers and related software;
- Supervisory principles;
- Related program operations;
- Principles and practices of policy and procedure development;
- Community needs for programs and services;
- Program development principles;
- Grant requirements;
- Methods of preparing reports;
- Budgetary principles.

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### **Independent Judgment/Decision Making/Problem Solving:**

Develops objectives and general policies and procedures for a specific program or functional area of responsibility within general scope of established operational goals and plans. Day-to-day work and decisions do not require direction or review by immediate supervisor. Frequently solves complex problems. End results are reviewed by supervisor. Strategic issues are referred to supervisor.

### **SKILLS** (position requirements at entry):

Skill in:

- Supervising staff;
- Using computers and related software;
- Overseeing programs and services;
- Developing policies and procedures;
- Providing guidance to staff;
- Assessing community needs for services;
- Developing programs;
- Managing grants;
- Monitoring program compliance with grant requirements;
- Preparing reports;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, clients, the general public, and others sufficient to exchange or convey information and to promote programs.

### **PHYSICAL REQUIREMENTS:**

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

### **NOTE:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

### **SIGNATURES:**

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
SUPERVISOR