

**HONOLULU COMMUNITY ACTION PROGRAM, INC.**  
**POSITION DESCRIPTION**

**POSITION TITLE : Community Services Manager**

**SALARY RANGE : 14**

**FLSA STATUS : Exempt**

**REPORTS TO : Director of Community Services**

**SUPERVISES : Volunteers**

**INTRODUCTION**

The Community Services Manager will manage the functions of the district service office and its volunteers. These functions include administering programs such as food distribution/pantry, Employment Core Services (ECS), VITA Tax Program, LIHEAP ECI, Weatherization Assistance Program (WAP), and other applicable programs. The manager will ensure compliance with all funding sources, HCAP's policies and procedures, and state and federal laws and regulations.

The Community Services Manager will participate in community events and job fairs in relation with other homeless providers and agencies. The manager will develop partnerships with other homeless providers to assist homeless clients with obtaining permanent housing and support. Other responsibilities include daily administrative duties as in filing documents, answering incoming calls, and greeting and assisting clients.

**CORE COMPETENCIES**

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic, and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution.
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintains, and strengthens partnerships with others inside and outside the organization who can

provide information, assistance, and support.

5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decisions in a timely manner.
6. Self-Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

## **ESSENTIAL POSITION RESPONSIBILITIES**

- Administer and coordinates all activities and operations of the district services office by establishing and maintaining a program evaluation system; assist with the administration of annual budgets and financial reporting, report essential information to advise the Board of Directors (BOD) of the financial condition of the district; and develop program proposals;
- Coordinates all district services: Employment Services, Taxes, Weatherization Assistance Program, Client Case Management, and Client Development;
- Pursuing agency and all program goals;
- Develops an Individual Service Plan (ISP) for each client that identifies goals, activities, strategies, timetables, and monitors client's progress towards self-sufficiency. Facilitate and complete job readiness training for all incoming clients and participants;
- Screens, supervises, and trains volunteers to assist in all phases of district operations;
- Organizes community activities and involvement to provide opportunities and support for homeless and low-income individuals to become self-sufficient;
- Collaborate with Kumuhonua Emergency Shelter Program Manager and staff;
- Participates in community organizing activities that are consistent with the purpose of the agency;
- Documents local low-income community needs and problems in the agency's program planning;
- Coordinate viable partnerships with community organizations, homeless provider partners, associations, agencies, faith-based groups, and individuals which and are not limited to the development of Memorandums of Agreement or Memorandums of Understanding that consistent with agency purposes;
- Develop partnerships with homeless agencies and providers to assist clients and participants with obtaining permanent housing;

- Assists in servicing all clients who indicate a need for information and/or assistance;
- Attend manager, homeless coalition (partnership with homeless providers), weekly program and board meetings;
- Prepare board and program reports for all meetings;
- Seeks new programs, maintains office records, prepares correspondence and reports for internal audits and monitor contract funders and foundations; and
- Performs other related duties as required or assigned.

### **MINIMUM QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represents the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION**

A bachelor's degree in human services, social work, business, or related field is minimally required. A master's degree in human services, social work, business, or a related field is preferred.

### **EXPERIENCE**

Four years of experience at a professional level in human services, social work, business, or a related field and two years of management experience is preferred.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a valid driver's license and have daily access to an insured automobile. Mileage reimbursement available.

### **REQUIRED SKILLS, KNOWLEDGE & ABILITIES**

- Overall knowledge and requirements of funding sources, program management and fundraising.
- Ability to gather, interpret data, to reach logical conclusions and make recommendations.
- Knowledge of community resources/services throughout O'ahu, especially those pertaining to low-income individuals/families strongly preferred.

- Ability to write clear and effective reports, grant/proposals, letters, memos, etc.
- Ability to analyze problems and events, and develop effective solutions.
- Be able to recognize and implement the appropriate communication strategy based on the client's experience and personality.
- Must be able to work flexible hours, which may include nights and weekends.
- Strong computer skills using word processing/database management system and spreadsheet applications.

**PHYSICAL DEMANDS/WORKING CONDITIONS**

	Never/ Rarely	At Times	Often/ Constant
Work Locations: in doors			X
Work Locations: outdoors		X	
Work Locations: sitting			X
Walking/standing			X
Bending/crouching/reaching, etc			X
Lifting/carrying - light (up to 10 lbs.)			X
- medium (11 to 20 lbs)			X
- heavy (over 20 lbs.)			X
Contact with hazardous materials		X	
Dust, smoke, odors, noise, etc		X	
Travel - inter-island	X		
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X