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 : Community Service Specialists, Administrative and Support Staff, and Volunteers

INTRODUCTION

The Community Services Manager is responsible for the functions of a district office and the supervision of staff. This includes the coordination and administration of programs such as food distribution, Employment Services, Taxes, H-HEAP, WAP and other programs to assure compliance with all funding sources. This position is required to enforce and stay in compliant with HCAP policies and procedures, state and federal regulations, and employment laws.

The Community Services Manager is responsible to supervise and train, staff and volunteers in their duties and provide staff development as needed. This includes conducting evaluations for each staff and providing the support they need to be successful in their job. The Community Services Manager is responsible to maintain and meet all district program requirements and agency goals.

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

- Administers and coordinates activities and operations of the District Service Center's office, which includes establishing and maintaining a program evaluation system for the district; assisting with the administration and supervision of the annual budgets, financial reporting, and information required to advise the Board of Directors of the financial condition of the District Service Center's office; and developing program proposals;
- Coordinates programs at the district office, such as Employment Core Services, Taxes, WAP, H-HEAP, Client Case Management, Client Development, and other programs and services when available;
- Act as the lead Program Coordinator for specific programs that run within the district service centers.
- Responsible with achieving agency and program goals;
- Communicate and enforce HCAP policies and procedures, state and federal regulations, and employment laws;
- Supervises, trains, and evaluates district service staff in the performance of their duties and assigns appropriate staff for staff development;
- Screens, supervises, and trains volunteers to assist in all phases of the district service center's operations;
- Organizes community activities and involvement to provide opportunities for low-income individuals/families to become self-sufficient, including giving support and direction to low-income residents and assist them in their efforts to become self-sufficient;
- Provides support and technical assistance for the maintenance of an active District Council;
- 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, associations, agencies, faith-based groups and individuals, which are not limited to the development of Memorandums of Agreement or Memorandums of Understanding consistent with agency purposes;
- Assist in servicing telephone and walk-in clients who indicate a need for information and/or assistance;
- Attends Board Meetings, agency meetings, seek new program opportunities, maintains office records, prepares correspondence, reports, and other needed duties/tasks as assigned;
- Participate/attend in-house agency trainings and outside trainings with HCAP partners such as OSHA, VOLIN COR, Tax Certification, Civil Rights, Food Safety with the Department of Health, and other required training at the District Service Centers.
- Responsible to maintain the cleanliness of the property, the maintenance of the District Service Center's office and the surrounding areas; and
- Performs other related duties as required or assigned.

MINIMIUM 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 (4) years of experience at a professional level in human services, social work, business, or a related field and two (2) 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.
- 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**