

CITY OF CHATTANOOGA
Classification Specification Title: Director of Assistance Programs

Department: Community Development

Pay Grade: GS.14

Supervision Received From: N/A

FLSA Status: Exempt

Supervisory Responsibility For: N/A

Established: 7/27/21

**Revision Dates: 4/1/25;
10/20/23**

CLASSIFICATION SUMMARY:

The Director of Assistance Programs will oversee the operations of the newly configured Office of Family Empowerment that will deliver federal, state and local public assistance programs for and benefits to the citizens of Chattanooga. The Director will intimately understand the different opportunities for assistance for families, and implement the Mayor's vision of community center navigators helping families right in their own neighborhoods. The Director will be responsible for leading the continuous review of public assistance program operations, and will ensure deliverables are of the highest quality. The Director works under the guidance of the Administrator of Community Development.

The Department is responsible for community development, neighborhood services, community centers, assistance programs, and coordination with workforce development programs.

SERIES LEVEL:

This is a stand alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Directs the activities of the Office, to include planning, coordinating, administering and evaluating programs, projects, processes, procedures, goals, objectives, systems, and standards; strategic planning; and ensuring compliance with Federal, State and Local laws, regulations, codes and/or standards.

Plans, coordinates, develops, and directs the delivery of comprehensive service programs in a community-based setting.

Participates in the City's strategic planning of the Office and Department to ensure the priorities and goals of the City are met.

Confers with external Program Directors and human services agencies.

Represents the Office at federal, state and local meetings, conferences and gatherings.

In conjunction with Office management staff, ensures that services are provided to meet community needs, and that they are delivered in accordance with the City's expectations for quality customer service.

Ensures that programs and administrative requirements (data collection, record keeping, reporting, etc.) are following applicable federal, state, and local laws, regulations, policies, and procedures.

Establishes goals, objectives and priorities for the programs and oversees evaluations of program outcomes to monitor their effectiveness.

Communicates performance expectations for service staff and programs, confirms understanding of performance expectations, and facilitates the attainment of performance goals.

Advises the Administrator of Community Development, Chief of Staff, the Mayor and City Council on matters of assistance and benefits programs and the delivery of related services.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree and 7+ years of experience in roles of growing scope, responsibility, and demonstrable results in the public administration, social work, human services or a related field, and including three (3) years at the management level. Advanced degree in public administration, social work, human services or a related field may be substituted on a year-for-year basis up to two (2) years of the required seven (7) years of experience as described above.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE & SKILLS:

Knowledge of the principles and practices of human service programs and the services they provide, especially as they relate to division's service programs. Knowledge of the principles and practices of public administration (including procurement, budget, and management analysis) and the ability to apply them in a variety of human service programs. Knowledge of federal, state, and local laws and regulations affecting human services programs and the ability to interpret and apply them correctly.

Skills to plan strategically, develop outcome measures, and to share responsibility for achieving goals. Ability to effectively manage, train, and motivate employees. Ability to analyze data and draw sound conclusions. A strong commitment to providing services that will improve and enhance the quality of life for all citizens. Demonstrated ability to execute projects while balancing multiple and competing priorities on tight deadlines, all while providing continual attention to detail and quality. Politically astute with a proven track record of working effectively in partnership with City departments, elected officials, local, regional, and state governments, outside agencies, residents, small businesses, and other key stakeholders to achieve goals and objectives. Demonstrated ability to effectively lead and manage organizational cultural change and development, comprehensively leading and energizing a diverse team. Highly effective communicator with maturity who demonstrates cultural competence, active listening, and responsiveness to the community, residents, and staff.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.