

CITY OF CHATTANOOGA

Classification Title: Director, Office of Family Empowerment

Department: Office of Family Empowerment.

Pay Grade: GS.14

Supervision Received From: Administrator,

FLSA Status: Exempt

Supervisory Responsibility For: Assistant Director OFE,

Established: 6/29/07

Family Support Specialists, Records Clerk, Re-Entry Navigators,

Revision Dates: 4/1/25;

OFE Program Coordinator, Front Desk Clerk,

10/20/23; 1/11/23

Administrative Support Specialist, LIHEAP Data Entry Clerk.

CLASSIFICATION SUMMARY:

Under supervision of the Administrator of Youth and Family Development, plans, directs, and coordinates activities of the Office of Family Empowerment. Duties include ensuring that goals and objectives are accomplished within prescribed time frame and funding parameters; evaluating staff; building partnerships and program capacity; and ensuring programs are in compliance with local, state and federal regulations and laws. Work is performed under administrative review.

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.)

Supervises staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is appropriately trained; training employees; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; hiring, terminating, and disciplining employees as needed.

Establishes work plan and staffing for each program and funding source; compiles statistics, provides status reports and ensures that program outputs and outcomes are on target.

Compiles and submits required reports to local, state and federal partners as required and requested in a timely and accurate manner.

Manages budget for all Office of Family Empowerment programs and determines funding allocations based on grant awards.

Plans and implements promotional activities and community outreach strategies to market program services and increase community awareness of programs.

Locates potential funding for supplemental programs.

Confers with other Program Directors, Fiscal office, City departments, and local agencies. Facilitates delivery of ROMA Training for agency staff annually and as needed.

Serves on the Board of the Tennessee Association of Community Action and represents OFE at local, state, federal meetings, conferences, and gatherings.

Evaluates program outcomes annually and determines necessary program adjustments in staffing, work assignments, projections, or resources in order to meet performance targets.

Creates strategic plan for the Office of Family Empowerment every five (5) years; evaluates progress toward goals established in strategic plan on an ongoing basis.

Collaborates with Deputy Administrator to ensure that YFD Board composition and bylaws meet all tripartite standards as required under the Community Services Block Grant and that the YFD Board remains fully seated and in compliance; attends all YFD Board meetings and provides program updates; obtains YFD Board approval when required by grant program guidelines and State and Federal regulations.

Ensures compliance with Title VI regulations for all YFD divisions and programs and completes all required Title VI reporting to State and Federal agencies; coordinates delivery of Title VI training for all YFD staff and ensures compliance with State and Federal regulations.

Prepares Community Action Plans, funding applications, Standard Operating Procedures, and other required documents for grant-funded programs.

Oversees and conducts the agency's Community Assessment at a minimum of once every three (3) years.

Coordinates, prepares, and compiles the annual Information Systems (IS) Report using program outcome information from all divisions of Youth and Family Development and interfaces with staff to ensure that information is compiled and submitted according to NASCSP and CSBG guidelines; interprets data received from staff across all divisions to provide accurate information about programs and services and community impact.

Collaborates with community agencies, the faith-based community, and for-profit companies to build partnerships and create strategies to build capacity of OFE programs and maximize the benefit to clients participating in programs and receiving services; works with internal and external partners to ensure that duplication of services is minimized or eliminated and that OFE program offerings are meeting the needs of the community being served.

Ensures compliance with policies and procedures and performs internal monitoring functions to ensure that programs are prepared for program monitoring and audits performed by funding agencies.

Develops strategies for program implementation, sets goals and targets for all programs and determines performance targets and standards for all OFE staff based on funding, clients served, and available resources.

Continually develops new resources and opportunities for partnership throughout the service area.

Oversees the payment process for vendor payments to ensure that client services are rendered and paid in a timely manner and in compliance with all City, State, Federal, and grant-related policies and procedures.

Ensures compliance with the national Organizational Standards required for compliance with State policies and procedures and maintains documentation necessary to support compliance.

Prepares, reviews, interprets and analyzes a variety of complex departmental information, data, contracts, forms, schedules, calendars and reports; makes recommendations based on findings.

Responds to requests for information and assistance from employees, outside agencies, the public and/or other interested parties.

Collaborates with internal departments, applicable Boards and Commissions and universities, State and Federal organizations including the Tennessee Association of Community Action, task forces, advisory groups, the general public, external agencies, contractors, city attorneys and/or other interested parties to coordinate activities, review work, exchange information and resolve problems.

Conducts supervisor audits of a sample of program files for the Community Services Block Grant (CSBG) programs, the Low-Income Home Energy Assistance Program (LIHEAP), and other agency programs and services and ensures quality and compliance with grant guidelines.

Assists with departmental internal audits for programs, staff positions and inventory.

Develops and implements procedures and controls to promote the efficient and effective utilization of resources.

Analyzes a variety of data and information; formulates recommendations based on findings; manages priorities, work processes and procedures; ensures adherence and compatibility with organizational goals, objectives, and strategic initiatives.

Ensures that staff activities are coordinated in a manner to support necessary program outputs.

Develops and implements agency administrative policies.

Trains new employees in areas such as agency policy, department procedures, and agency or government regulations.

Provides in-service training for experienced workers in areas such as new policies, procedures and regulations.

Represents agency in community or in interagency activities.

Prepares management reports, prepares and makes presentations, conducts policy research.

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.

DEPARTMENT SPECIFIC DUTIES (if any):

Directly supervises up to 18 employees; carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; conducting performance appraisals; rewarding or disciplining employees; addressing complaints from customers and resolving problems.

MINIMUM QUALIFICATIONS:

Bachelor's degree, Master's preferred in Nonprofit Management, Public Administration, Social Work, Psychology, or related field from four-year college or university and four years progressively responsible program management experience in service delivery, supplemented by two (2) years of supervisory experience, or equivalent combination of education and experience.

LICENSING AND CERTIFICATIONS:

Valid Driver's License. Must possess or be willing to obtain certification as a Nationally Certified ROMA Trainer (NCRT) within one (1) year of hire.

KNOWLEDGE AND SKILLS:

Knowledge of managerial principles and practices; grant management principles; advanced principles and practices; public administration principles and practices; recreation management principles and practices; program development and administration principles and practices; strategic planning principles; financial management principles; budgeting principles; mathematical concepts, program marketing principles and practices; contract administration; negotiation principles; applicable federal, state and local laws, ordinances, codes, rules, regulations, policies and/or procedures; policy and procedure development practices. Knowledge of State and Federal guidelines applicable to the Community Services Block Grant and the Low-Income Home Energy Assistance Program.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing, delegating and assigning work; using computers and related software applications; performing mathematical calculations; reading, comprehending and reviewing financial information; making program decisions based on financial considerations; adapting to rapidly changing environments; solving problems; mediating and resolving conflict; conducting negotiations; developing and implementing strategic plans; developing, implementing and applying policies and procedures; preparing and administering budgets; making recommendations for improvements; assist the director when needed; and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public; sufficient to exchange or convey information or receive work direction.

Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups and/or boards of directors.

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

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.