JOHNSON COUNTY
JOB DESCRIPTION

Community Services Manager

DEFINITION AND DUTIES:
Under direction of the Social Services Director, manage Community Services programs, including aging and mobility services, general resource and referral services, the Volunteer Income Tax Assistance Program, and other community-based services. Provide staff supervision and manage the Department during the absence of the Director. Coordinate local collaborative committees, including Johnson County Livable Community for Successful Aging. Work in partnership with community to identify and implement strategies to improve economic and housing stability for individuals and families. Identify and recommend implementation of best practice strategies as developed by state and federal agencies such as the Iowa Department of Health and Human Services. Secure and administer program related grants.

Knowledge of:
◊ Principles of supervision to include performance appraisal methods, approaches to discipline and training techniques
◊ Principles of program planning, quality improvement, performance management and assurance
◊ Community organizations and services available to meet the needs of low-income individuals and families across the lifespan
◊ Federal, state, and local poverty reduction initiatives
◊ Culturally competent and trauma-informed practice in community organization and community-based services
◊ Community organizing and collaboration strategies
◊ Volunteer management practices
◊ Basic office practices and procedures including record keeping and filing systems
◊ English language to include grammar, spelling, sentence structure, vocabulary and proofreading skills

Ability to:
◊ Follow a professional code of ethics including confidentiality, individual rights, and professional and legal issues in providing services
◊ Recruit, hire, train, manage, evaluate, discipline and motivate staff in accordance with County employment policies and collective bargaining agreement
◊ Plan, direct and manage community services programs
◊ Analyze organizational and operational problems and develop timely, cost effective solutions
◊ Maintain confidentiality and security of protected information
◊ Represent Johnson County and perform duties in a professional, responsible and trustworthy manner
◊ Interpret and enforce County and Department policies, rules and regulations
◊ Exercise good judgment in analyzing situations, answering questions, and interpreting policies
◊ Collect data, keep accurate and organized records, and ensure timely preparation of reports
◊ Organize and prioritize multiple responsibilities
◊ Follow complex oral and written instructions
• Establish and maintain effective working relationships with individuals providing services in
the community, supervisors, co-workers and members of the public
• Interact effectively with persons representing widely divergent backgrounds, interests, and
points of view
• Organize and present facts, ideas and opinions clearly and concisely, orally and in writing,
to groups and individuals in formal and formal situations
• Type accurately and use a computer for the purposes of word processing, email and the
Internet
• Operate common office equipment such as calculators, fax machines, photocopiers, and
multi-line telephones
• Handle moderate levels of stress, meet established deadlines and solve problems
appropriate to the position
• Have sufficient manual dexterity to make handwritten notations and which permits moderate
use of a keyboard and mouse
• Have sufficient vision which permits moderate production and review of a wide variety of
materials both in electronic and hardcopy forms
• Lift, move, push and pull up to 10 pounds
• Sit, stand, bend, squat, stoop, kneel, twist and reach
• Have sufficient personal mobility to complete field work at various facilities
• Work flexible schedule and additional time as needed

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:
Master’s degree in social work or related field including but not limited to psychology or sociology
AND one (1) year supervisory experience OR Bachelor’s degree in a human services related field
including but not limited to social work, psychology or sociology AND three (3) years of experience
in human services field including one (1) year in a supervisory capacity.

Special requirements: Must pass background investigation. Valid driver’s license and insurable
under County liability coverage. Use of personal vehicle with applicable insurance coverage as
prescribed by Iowa law or equivalent transportation.

SPECIFIC DUTIES: to be performed satisfactorily with or without reasonable accommodation
The following duties are normal for this position. These are not to be construed as
exclusive or all inclusive. Other duties may be required and assigned.

• Manage Division staff including recruitment, training, evaluating and disciplining personnel.
Consult with Director as appropriate.
• Prepare and present program, budget and policy recommendations and/or reports to the
Director.
• Develop and support efforts to assist community in accessing appropriate community-based
services.
• Manage programs and services, providing oversight issuing Request for Proposals,
developing and monitoring contracts and providing technical assistance to grantees.
• Conduct community outreach and speak to community groups regarding social services.
• Establish strategic plans to address successful aging in Johnson County, engaging all relevant
systems.
• Coordinate Johnson County Livable Community for Successful Aging Policy board, providing
new board member orientation, preparation and posting of agendas and completion of
minutes.
Identify and address unmet community needs on issues including but not limited to; improving housing stability and economic outcomes for low income households, and reducing food insecurity, through needs assessments, priority setting and the implementation of planning activities. Participate in state, county and community boards, coalitions and planning groups.

Identify available funding (federal, state, private) sources and prepare grant proposals. Administer grants and monitor for program compliance.

Serve as the liaison to boards in the community and State whereby Johnson County has a role or provides resources.

Maintain a variety of social services directories and resource materials including but not limited to the Social Services Resource Directory and the Johnson County Directory of Aging Services.

Facilitate trainings and educate the community regarding community projects.

Coordinate student, volunteer, intern and practicum placement within the department.

Serve as a liaison with local, state, and federal institutions advocating for best practices, services, and funding.

Identify projects of significant social services impact and recommend county involvement.

Provide back up for Social Services Director as needed.

Represent Johnson County and participate in training/educational opportunities and work-related meetings.

As a mandatory reporter, maintain approved training on child and dependent adult abuse reporting requirements.

Perform all work duties and activities in accordance with County policies, procedures, and safety practices.

Attend work regularly.

Pay Grade: 12

FLSA Status: Exempt

Date Established: August 17, 2023

Date Revised:

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of this job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be required to work additional time, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at anytime and for any reason, and the Employer has a similar right.

Employee’s Signature    Date    Department Head    Date

The County of Johnson is an Equal Employment Opportunity Employer. In compliance with the Americans Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the Employer.