



COMMUNITY SERVICES MANAGER JOB DESCRIPTION

Job Title: **Community Services Manager**

Job Code: **HS200**

Pay Grade: **126**

Effective Date: **October 2011**

FLSA: **Exempt**

Revision Date: **January 2023**

NATURE OF WORK

Under general supervision, plans and manages Community Services programs to provide services to Lewis County residents, Ensures compliance of program activities with State and Federal laws, and County code, policies and procedures. Compiles, analyzes, interprets and reports public health data for health research projects, and presents synopses and recommendations.

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.*

- Manages and directs the daily activities of community services programs through appropriate managerial support and work supervision.
- Reviews program reports and identifies community needs and health indicators; manages development of work plan projects.
- Analyzes program goals and objectives and mobilizes teams to carry out expected goals. Mentors, coaches, and manages staff, including hiring, training, performance management, and investigations.
- Meets regularly with staff to offer technical advice and guidance; analyzes and evaluates issues and proposals; plans, prioritizes and assigns tasks; identifies knowledge and performance gaps, and counsels, trains and coaches staff to meet performance goals and quality standards; monitors work and evaluates performance.
- Plans and monitors programs, and evaluates service delivery; responds to community concerns and complaints; ensures program activities are in compliance with all laws, codes, policies, regulations and goals; assists with grant applications.
- Serves as information source and liaison between the County and various community groups, advisory boards, and State and regional organizations; conducts presentations to communicate services, programs, and activities.
- Develops and monitors budget for programs and services; ensures that appropriate services are provided; compiles and analyzes a variety of reports and operational statistics;
- Coordinates integration of services with other programs, departments and agencies to identify, prevent, control and correct public health hazards and diseases.
- Coordinates and monitors contract deliverables, monitors subcontractors as required, and ensures quality assurance standards are developed and met.
- Uses surveillance data, best practices, and community input to develop program strategic directions, and plan and implement effective programs in response to departmental leadership. Leads the integration of office initiatives with community engagement initiatives in other divisions, programs, offices, and bureaus.
- Evaluates and interprets public health data; Reviews regional health issues and disease trends; researches and interprets technical data and general information; prepares and reviews a variety of records, reports and other documents; organizes data for presentation to County management, health care providers and regional and state organizations.

- Manages disease surveillance protocols to track, analyze, predict and observe disease vectors and patterns of progression; monitors effect of health policies and procedures.
- Maintains absolute confidentiality of work-related issues, personnel records and County information; complies with the confidentiality standards of the Privacy Act of 1974, {U.S.C. § 552A} as amended, and HIPAA policies and procedures.
- Reviews, analyzes, and interprets state statutes, regulations, and guidelines to ensure that programs are in compliance.
- Initiates, implements, and manages quality improvement efforts and projects that ensure increased program quality, and effective and efficient use of resources. Prepares for and participates in program financial, activity, and performance audits. Uses appropriate business processes and operates within policies, guidelines, and regulations established by the department and other governing or regulatory agencies.
- Coordinates highly complex strategic program plans with staff, internal agency partners, external partners, and community members. Implements strategies and services within the program and with partners to include addressing health equity.
- Contributes to written reports and assessments. Maintains ongoing communication with contractors and funders. Communicates complex information effectively, clearly, and concisely both in written and verbal form to a variety and range of consumers, from other agencies to professional partners, clients, and community members.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in an office environment and involves light physical demands and frequent use of a personal computer.

EMPLOYMENT STANDARDS:

Bachelor's Degree in Public Health, Biological Science, Nursing, Chemistry, Mathematics, or related science field; AND five (5) years' experience in public health programs; Or, a Master's Degree in public health or related field with less than (5) years' experience.

Must possess a valid Driver's License.

Additional technical certifications may be required.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County and procedures.
- Federal, State, and County laws, codes, rules, and regulations related to public health.
- Management theory, principles and practices.
- Community resources and public health programs for appropriate referrals.
- Regional public health protocols, communicable disease issues, and reporting standards.
- Techniques of investigating and researching public health problems and conditions.
- Public health research protocols and statistical evaluation principles and methods.
- Principles of record keeping and records management.
- Customer service and public relations methods and practices.

- Principles and practices of database systems, computerized data compilation techniques, and statistical and spatial models for computer analysis.
- Surveillance program design and management.
- Infectious disease transmission patterns.

Skills in:

- Assessing, analyzing, and identifying problems, and recommending effective solutions.
- Managing staff, delegating tasks and authority, and coaching to improve staff performance
- Working effectively with others to develop solutions for public health problems.
- Applying public health principles.
- Developing coalitions/partnerships and organizational and community engagement.
- Developing public health assessments and evaluating clinical service practices.
- Establishing and maintaining effective working relationships with co-workers, other County employees, and representatives from other City, County, State and Federal agencies.
- Analyzing, compiling, and assessing data.
- Understanding, developing, manipulating, and analyzing database information in a variety of data formats.
- Compilation, analysis, and presentation of technical and statistical information in reports.
- Interpreting technical instructions and analyzing complex variables.
- Understanding of social determinants of health and a commitment to health equity.
- Resolving problems/conflicts in a diplomatic and tactful manner.
- Exercising discretion in handling confidential information.
- Reading, understanding, interpreting and applying relevant County, State and Federal statutes, codes, rules, and regulations.
- Utilizing scientific principles of investigation.
- Assessing and prioritizing multiple tasks, projects and demands.
- Evaluating, analyzing, and identifying problems, and recommending effective solutions.
- Operating a personal computer utilizing standard and specialized software.
- Communicating effectively verbally and in writing.