Exhibit A to Attachment B

CITY OF SUNNYVALE

Rev/Est			
Job Code	**0284**	**Rep**	**MGNT**
EEOC Category	**Official and Administrator**		

YOUTH AND FAMILY RESOURCES MANAGER

DEFINITION

Under general direction of the Assistant City Manager or the Assistant to the City Manager, plans, organizes and coordinates the activities associated with the Columbia Neighborhood Center (CNC) Program and the Youth, Family and Child Care Resources (YFCCR) Program; administers programs related to areas such as community education, health services, childcare, recreation, neighborhood safety and community outreach; partners with community resources, local businesses, schools, agencies and community members; advocates for the support of youth and families citywide; assigns, directs and reviews the work of professional and clerical support staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single-position classification responsible for the management and delivery of effective and responsive community programs, with emphasis on promoting a high quality of life for youth and families. The incumbent administers and manages programs in coordination with outside agencies, volunteers, other City departments and provides direct supervision of staff assigned to the programs. The incumbent has wide latitude in the exercise of independent judgment in order to complete assignments and projects associated with community programs and is responsible for building successful relationships and partnerships between City, County and School District officials, executive directors of local businesses and non-profit agencies, leaders of school and community groups, community members and among all constituency groups.

TYPICAL DUTIES *(May include, but are not limited to, the following)*

- Manages, plans, coordinates and implements programs and projects; performs professional and administrative duties necessary to achieve program objectives; conducts surveys of community needs and feasibility studies; utilizes techniques that foster community involvement in programs.
- Plans, schedules, coordinates, and supervises the activities of assigned professional and technical staff; organizes, assigns, reviews and evaluates the work of assigned staff and volunteers; trains staff and volunteers in work procedures; maintains liaison with representatives of various City departments.
- Develops and implements long range, strategic, funding and marketing plans for programs; develops and manages program budgets for YFCCR and CNC; leverages resources and develops grant funding proposals; directs promotional efforts for program including the development of information such as pamphlets and

brochures; attends meetings and makes presentations to the community, businesses and other organizations.

- Prepares and monitors program budgets and expenditures; develops timetables and work programs; reviews and evaluates program data, considers alternatives and makes appropriate recommendations.
- Facilitates collaboration between City government, school districts, businesses, local agencies, the community and others; establishes and maintains positive relationships, and creates new partnerships with agencies; coordinates activities between outside agencies, service providers, City Departments, and other individuals and entities essential to delivery of successful programs.
- Represents the Programs, the Department and the City at meetings including City Council, School Board and regional meetings; makes presentations to community groups and civic organizations.
- Negotiates, prepares and monitors contracts, including interagency contracts relating to assigned programs and activities; prepares bids and specifications.
- Maintains knowledge of applicable policies, rules, regulations, codes, laws and legislation related to the programs; makes recommendations regarding compliance, policy and procedural changes.
- Prepares reports, studies, and other data or information, including preparation of written reports for the City Council, City Manager, outside agencies, private organizations and other entities.
- Creates and implements a coordinated approach to service delivery among the multi-disciplinary agencies.

MINIMUM QUALIFICATIONS

Education and Experience: Any combination of education and experience equivalent to a Bachelor's degree from an accredited college or university in Sociology, Psychology, Child Development or a related field and four years of progressively responsible experience in human services, community programs management or a related field, including some project management and supervisory responsibility. A Masters degree in a related field is desirable.

Other Requirements:
Maintenance of a valid California driver's license and satisfactory driving record is required.

Knowledge, Skills and Abilities

- Principles and practices of program development, monitoring and evaluation; methods of budget development and administration.
- Social service delivery, intake and screening procedures; issues of client confidentiality; models of interagency collaboration; program models for serving youth and families.

- Principles and processes for evaluating service delivery systems.
- Fundraising and financial management; grant proposal writing.
- Federal, state and local social service program resources and funding availability.
- Applicable laws, regulations, ordinances, codes related to the work.
- Structure and content of the English language including spelling, punctuation, grammar and rules of composition.
- Computer applications related to information storage and retrieval, document imaging, statistical analysis, and electronic document and records management.
- Principles of supervision, training, and staff development.
- Advanced analytical and research techniques.
- Multi-cultural outreach techniques.
- Principles and current trends in early childhood and youth development, psychology, or education

Skill in:

- Developing, implementing and evaluating social service and community organization programs.
- Assessing and prioritizing community needs and identifying appropriate resources and program solutions for addressing same.
- Managing projects including effective strategic planning, resource allocation, leadership techniques, and coordination of people and resources.
- Interpreting and applying complex rules, regulations, laws and ordinances.
- Maintaining accurate records and preparing clear, concise and effective correspondence, reports and other written materials.
- Representing the City effectively in meetings with governmental agencies, community groups, boards and commissions, and the public.
- Preparing, administering and monitoring program budgets.

Ability to:

- Understand and effectively apply City's goals and objectives related to the program area.
- Exercise effective judgment within established guidelines; respond to and resolve complaints in a timely manner; maintain client confidentiality.
- Apply mathematical reasoning and choose the appropriate mathematical or statistical technique to solve practical problems.
- Understand questions and provide information and materials as required and in accordance with applicable laws.
- Plan, organize and direct service delivery of multiple social service programs; facilitate and manage change.
- Plan, assign, direct and evaluate the work of professional, technical and clerical staff.
- Make effective presentations using a variety of presentation techniques and methods.

- Work effectively in time-sensitive situations and meet deadlines; coordinate multiple projects and complex tasks simultaneously.
- Establish and maintain effective working relationships with City departments, City Council, public and private entities, and the public.
- Travel to various locations within and outside the City of Sunnyvale in order to fulfill job responsibilities including the attendance at professional meetings, seminars, conferences and training activities.
- Willingness to work beyond normal business hours, including nights, weekends and holidays, as necessary.

Environmental and Physical Factors:

The work of this position is routinely performed in an office environment. Equipment employees are routinely required to use include multi-line telephone, personal and online computer, copy machine, fax machine and scanner and other business machines including calculators. The position requires the incumbent to be seated for prolonged periods of time such as when attending meetings and when entering and editing information in a computer system. The ability to lift items weighing up to 25 pounds, such as boxes of files and office equipment, is required. This position also routinely communicates with City staff, elected officials, the public, private industries, community groups, non-profit organizations, community leaders, and other government agencies, both in person and over the phone, which requires acute hearing. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.