

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3317

TITLE: NEIGHBORHOOD & COMMUNITY SERVICES OPERATIONS MANAGER

GRADE: S-29

DEFINITION:

Responsible for the daily operations of all NCS facilities, programs, and services within an assigned region; implements operational and programmatic policies and procedures; manages staff and resources; and performs related work as required.

ILLUSTRATIVE DUTIES:

(The illustrative duties listed in this specification are representative of the class but are not an all inclusive list. A complete list of position duties and unique physical requirements can be found in the position job description.)

Manages and implements a variety of prevention and evidence-based programs and services for population groupings (youth, teens, adults, seniors, etc.).

Implements annual service plans and leads the evaluation of outcome achievement.

Plans, organizes, directs and coordinates programs.

Implements and modifies program policy as necessary.

Manages staff and resources for operational management.

Recruits, hires, train, and supervise staff assigned to implement defined agency and human services initiatives at a direct service level.

Researches and analyzes best practices for multiple service populations.

Serves as primary contact for direct program and service issues within the region.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all inclusive list.)

Knowledge of the principles and practices of prevention-based and evidence-based programs; principles of community organization, fiscal and budget management, and supervision;

Ability to plan and develop prevention-based programs in community setting;

Ability to manage facility allocations;

Ability to schedule facilities;

Ability to maintain effective relationships with employees and the general public;

Ability to write clear and concise reports;

Ability to conduct needs assessments, policy development, and quantitative analysis.

EMPLOYMENT STANDARDS:

Graduation from an accredited four year college or university with a bachelor's degree in social services or human services, or with major course work in a specialty that confers within a community-based service delivery setting (for example, child development and family studies, education, public administration, recreation), or other related field; PLUS four years of professional experience in the social services, human services, or other community-based service delivery service or setting; two of which included supervising professional staff. A master's degree in an appropriate field may be substituted for one year of the required experience.

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CERTIFICATES AND LICENSES REQUIRED:

None.

NECESSARY SPECIAL REQUIREMENTS:

New County employees must satisfactorily complete a criminal background check and a check of the Child Protective Services Registry. May be required to provide emergency services work in the event of an emergency or disaster.

REVISED: June 22, 2010

RE-TITLED: April 27, 2010

REVISED: September 11, 1998

REVISED: September 11, 1981