

# ASSISTANT DIRECTOR HUMAN SERVICES



excellence in all we do

## CORE Values

Teamwork • Integrity • Innovation • Professionalism

City of San Antonio, Texas



# ASSISTANT DIRECTOR - HUMAN SERVICES



## ABOUT SAN ANTONIO

The City of San Antonio is the Nation's 7th largest city and is home to more than 1.5 million residents. Located in South Central Texas, approximately 140 miles from the Gulf of Mexico, San Antonio offers its residents one of the most attractive and affordable lifestyles in the country. Residents enjoy one of the lowest tax rates in the State as well as a plentiful supply of high-quality housing and low utility rates. The economy of San Antonio is an excellent mix of business services, manufacturing, health care, communications, corporate and regional offices, government, and the convention and tourism industry. San Antonio is rich in recreational and cultural opportunities and is home to the San Antonio Spurs.

## CITY GOVERNMENT

San Antonio has a Council-Manager form of government with an ten-member City Council. Ten Councilmembers are elected by District, while the Mayor is elected at-large. The term of office for the Mayor and all members of the City are two-year terms, for not more than four (4) full terms of office. The City Council appoints the City Manager, who appoints all officials in executive positions with the exception of the City Clerk, City Internal Auditor, Presiding Judge, and Municipal Judges.

The City of San Antonio has been recognized for its high level of professional management by the ICMA and National Civic League, amongst others. For ten consecutive years, the City has maintained a AAA bond rating. The Fiscal Year 2020 adopted operating budget is \$2.9 billion with close to 13,000 employees across over 30 departments. The City Manager's Executive Team consists of Department Directors, Assistant Directors, one Deputy City Manager, five Assistant City Managers, a Chief Financial Officer and a Chief of Staff. The City has made a commitment to advancing diversity, equity and inclusion, primarily through the formation of a citywide Office of Equity in 2017.

# ASSISTANT DIRECTOR - HUMAN SERVICES

## THE DEPARTMENT OF HUMAN SERVICES

The Department of Human Services mission is to promote life-long success by providing Human Services and connecting people to community resources. The Department provides comprehensive direct and contracted services in the areas of Early Childhood Education and Care, Youth Education and Career Services, Financial Counseling and Emergency Assistance, Homelessness Assistance, and Senior Services. The Department achieves this work by providing leadership; developing strategic partnerships and, maximizing resources to improve the quality of life for vulnerable children, families and seniors in our community to ensure they have the opportunity to achieve the City's vision of prosperity for all. . The Department of Human Services' Fiscal Year 2021 Adopted Budget is \$186 million including \$144 million from 12 distinct federal and state grant sources and a personnel complement of 373 positions.

## THE POSITION

The Assistant Human Services Director is responsible for assisting the Director in planning, directing, and overseeing the activities and operations of the Department of Human Services for the City of San Antonio. They will provide critical leadership of COVID-19 Financial and Housing Recovery Centers and oversight of financial and emergency assistance programs; homelessness prevention and reduction initiatives ; as well as Department marketing/public relations efforts, and facilities management. The Assistant Human Services Director will work closely with other City departments and outside non-profit, governmental, and faith based organizations and provide highly responsible and complex administrative support to the City Manager's Office. They will exercise direct supervision over assigned staff.



# ASSISTANT DIRECTOR- HUMAN SERVICES



## CITY OF SAN ANTONIO

### DEPARTMENT OF HUMAN SERVICES



## JOB FUNCTIONS & RESPONSIBILITIES

- Assists in assuming full management responsibility for all department services and activities, including the administration of the Head Start, Family Assistance, and Homelessness Initiatives Divisions.
- Assists in monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; and identifies opportunities for improvement, and assists in directing the implementation of changes.
- Assists in acting as official departmental representative to other City departments, City Manager's Office, elected officials and outside agencies; explains, justifies, and defends department programs, policies, and activities; and negotiates and resolves sensitive, significant, and controversial issues.
- Assists in selecting, motivating, and evaluating department staff; provides or coordinates training and works with employees to correct deficiencies; and assists in implementing and administering disciplinary and termination procedures.
- Assists in planning, directing, and coordinating, through subordinate-level staff, the department work plan; meets with management staff to identify and resolve problems; and reviews and evaluates work methods and procedures.
- Assists in managing and participating in the development and administration of the department budget; estimates funds needed for staffing, equipment, materials, and supplies; and assists in directing the monitoring and approval of expenditures; and directing the preparation and implementation of budgetary adjustments as necessary.
- Assists in coordinating departmental activities with those of other departments and outside agencies and organizations; provides staff assistance to the City Manager, Assistant City Managers, and City Council; and assists in preparing and presenting staff reports and other communications.
- Assists in providing staff support to a variety of boards and commissions; attends and participates in professional group meetings; and stays abreast of new trends and innovations regarding community initiatives.
- Assists in responding to and resolving sensitive inquiries and complaints from both internal and external sources.
- Assists in reviewing and signing all higher-level department communication, including ordinances and contracts.
- Attends City Council meetings and takes necessary action regarding Council agenda items.
- Supervises requests for additional funding and programs, records, documentation, and audits.
- Assures that planning, assessment, and information system methods adequately outline community needs.
- Develops and coordinates a grant development team to actively seek new funding sources.
- Prepares and ensures compliance with all fiscal, personnel, and contractual obligations.

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## EDUCATION & EXPERIENCE

Qualified candidates will have a Bachelor's Degree from an accredited college or university with major coursework in Public Administration, Business Administration, or a related field. They will also have five (5) years of progressively responsible in public administration, including three (3) years of senior level supervisory or management experience. A Master's Degree in a related field is strongly preferred.

The most highly qualified candidates for consideration will be selected based on a combination of education, career experience, and accomplishments that best fits the needs of the City of San Antonio.

## THE IDEAL CANDIDATE

The ideal candidate will have strong knowledge and background in managing human services programs in a local government environment and the ability to analyze data to determine trends and evaluate programs, policies, and operational needs. They will have a strong understanding of management practices and municipal budget preparation and administration. They will also understand functions of multiple City Departments and must be able to establish positive relationships with executive leadership, coworkers, external partners and stakeholders, and with the community at large.

The ideal candidate must be a skilled leader and manager with a proven track record of motivating and developing staff. They must be a polished communicator with strong verbal, writing, and presentation skills with experience articulating complex issues to leadership, staff and members of the community. Multi-tasking is essential and they must have the ability to analyze situations quickly and objectively in order to determine proper course of action and alternatives.

## SALARY

The City of San Antonio is offering a competitive salary commensurate with experience. The City offers generous benefits and retirement including annual and personal leave; monthly car allowances, deferred compensation plan, relocation/moving expenses and participation in the Texas Municipal Retirement System (TMRS).

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## HOW TO APPLY

If you are interested in this opportunity, please send a cover letter, resume, references and salary requirements to:

[saexecsearch@sanantonio.gov](mailto:saexecsearch@sanantonio.gov)

This position is open until filled. First review of resumes will occur on October 30th, 2020. Please submit your application as soon as possible to ensure you are considered for this position. Upon receipt, resumes will be screened in relation to the criteria outlined in this brochure. Candidates selected for interview will be contacted by the City of San Antonio's Executive Recruiter.

### For additional information please contact:

Jeff Baldwin, Executive Recruiter  
City of San Antonio  
Human Resources Department  
P.O. Box 839966  
San Antonio, TX 78283  
[saexecsearch@sanantonio.gov](mailto:saexecsearch@sanantonio.gov)  
Phone: (210) 207-7939

Please note: Under the Texas Public Information Act, information from your resume may be subject to public disclosure. The City of San Antonio is an Equal Employment Opportunity Employer.

