

**WEBB COUNTY  
JOB DESCRIPTION****FEB 19 2015**by Webb County  
Civil Service Commission

**TITLE: COMMUNITY SOCIAL SERVICE (CSS) MANAGER**  
**DEPARTMENT: COMMUNITY ACTION AGENCY**  
**SLOT NUMBER: 2884**  
**WAGE PLAN GRADE: NOT ON WAGE PLAN**  
**REVISION DATE: FEBRUARY 19, 2015**

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**JOB SUMMARY:**

The Community Social Services (CSS) Manager reports directly to the CAA Deputy Director and Executive Director. The CSS Manager plans, develops, administers all program policies, practices, procedures; provides leadership, development and evaluation of all CSS program staff; manages CSS Program staff in the operation of the CAP60 client tracking software. The CSS Manager is further responsible for the operation and management of the CAP60 client tracking software database. The CSS Manager is responsible for the development, coordination, and management of CSS program budgets and reports; ensures that all program guidelines are in compliance with established local, state, federal contracts and laws. In addition, the CSS Manager provides coordinated management through the establishment of program goals and objectives within the department, as well as the clarification and evaluation of these goals.

**CHARACTERISTIC/ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Manages CSS Program staff in the operation of the CAP60 client tracking software.
- Responsible for the operation and maintenance of the CAP60 client tracking software database.
- Ensure that departmental goals and objectives are established timely and are in compliance with goals and objectives of the program grants and the Agency.
- Assists in preparing program budgets and effectively manages and monitors said budgets.
- Develops, plans, and maintains policies, practices and procedures for the timely and most effective procurement of equipment, supplies and materials.
- Reviews for presentation to the Deputy Director or Executive Director, general requests for payment, purchase requisitions, travel requests, etc. for the department.
- Maintains current and accurate records for the department in reference to budget documents, client files, expenditures, inventory, procurements, personnel files, etc.
- Ensures the department policies and procedures are communicated to and adhered to by the department personnel.
- Conducts department meetings on a bi-monthly basis.
- Keeps informed of current rules, laws, and regulations pertaining to department/program.
- Accountable for the execution and implementation of program criteria and guidelines.

# CURRENT

- Reviews, monitors and recommends departmental expenditures to the Deputy Director and Executive Director.
- Addresses and documents employee and client grievances through established procedures.
- Oversees and conducts evaluations of program personnel. Sets realistic goals for the employees within the program and formally evaluates said employees on their performance based upon those goals.
- Responsible for the preparation of annual reports that include but are not limited to the Community Services Block Grant (CSBG) – Community Action Plan, Comprehensive Energy Assistance Program (CEAP) – Service Delivery Plan, CSBG National Survey and NSBG National Performance Indicators (NPIs).
- Provides leadership on the development and integration of departmental strategic plans, goals, and objectives consistent with County policies and procedures and Federal and State laws.
- Provides leadership for decision-making and problem-solving within the program.
- Evaluates and develops departmental guidelines and procedures which are consistent with County policies and procedures and Federal and State laws.
- Creates a program environment which focuses on "excellent, quality customer service", client feedback, and continuous improvement.
- Prepares analysis on program process to refine and improve the efficiency of the delivery of services.
- Prepares all state, federal and local program reports as necessary in an accurate and timely manner to ensure program compliance.
- Responsible and accountable for overall performance of programs/ services.
- Represents the department/agency in community projects.
- Assists Deputy Director and Executive Director in seeking out alternate sources of funding, new and innovative programs, and community resources to enhance agency's grant sources.
- Performs any and all duties as assigned by the Executive Director.
- Will be responsible for reporting any wrong doing, tampering with government records, suspected fraud or any grant program violations to the Executive Director. If the Executive Director is suspected of any of the above violations, then reporting will be made to the Advisory Board President.

## **QUALIFICATION STANDARDS:**

- Must have a College or University degree such as Social Services, Psychology, Sociology, Education or Business Administration and at least one-year experience in a position responsible for grant administration or grant implementation setting.
- Two years of experience is desired in the field of administration and/or management, working in an area of project development, research, and administration.

# CURRENT

## SKILLS AND ABILITIES:

- Must have knowledge of community resources, case management principles, program policies and procedures.
- Must be highly proficient in the use of computers and related programs such as MS Word, Excel, Power point, CAP60 Client Tracking software and Windows operating systems.
- Good writing and oral communication skills, and some experience in public speaking, and good interpersonal skills.
- Must have ability to communicate in English and Spanish.
- Must have experience in the use of office equipment.

## PHYSICAL REQUIREMENTS:

- Must be able to sit or stand for prolonged periods of time.
- Must be able to lift 25 lbs.

## OTHER REQUIREMENTS/INFORMATION:

- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position *is covered* by Civil Service; therefore is subject to the Civil Service Rules and Regulations in addition to all other Webb County Policies.

## SUPERVISORY:

- Works under the direct supervision of the Deputy Director and Executive Director.

## ACKNOWLEDGEMENT:

The undersigned have read discussed, and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

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EMPLOYEE SIGNATURE DATE

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SUPERVISOR SIGNATURE DATE

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