# City of Rapid City
## Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Human Services Coordinator</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>HSCO</td>
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<td>Job Family:</td>
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<tr>
<td>Pay Grade:</td>
<td>NU21</td>
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<tr>
<td>Date Revised:</td>
<td>10/28/2021</td>
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<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
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**General Summary:** The Human Services Coordinator will be the primary strategist and advocate for the City’s homeless response and will coordinate activities among government and non-government organizations in the Rapid City area.

The Human Services Coordinator must demonstrate strong project management experience, including the design and implementation of community-based projects, community organizing, and express strong communication skills. The Human Services Coordinator must also demonstrate experience working on safety issues, grant application and grant management and with cross-sector partners.

**Essential Duties and Responsibilities:**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

- Responsible for program policy development, project planning, collective impact initiatives, and implementation with an understanding of racial equity, political landscape, in alignment with the City’s strategic direction.
- Develops short, mid, and long-term prioritized implementation plans to address homelessness aligned with other government and non-profit efforts in the Rapid City area.
- Improves the identification system for people experiencing homelessness, collects, and analyzes information about their short and long-term needs.
- Plans a continuum of service strategy leading to sustainable outcomes for the homeless, by engaging and coordinating with internal and external partners, on local, regional and state levels.
- Develops and maintains collaborative partnerships with City departments, government entities, non-profit and private sector agencies, community-based groups, human services, advocacy groups, service providers, clients, and others to co-create program strategies and garner program support.
- Leads external engagement activities and serves as the liaison to neighborhoods and various other civic associations.
- Presents programs, initiatives, and needed direction to the Mayor, City Council, community groups, and department directors.
- Develops and implements a results-based accountability model to support current and future program direction.
- Determines the metrics that define performance, the gaps that exist at individual program levels, and the collective impact of the services provided by City of Rapid City homeless services and programs.
- Seek, apply for and manage state and federal grant opportunities that will offset City expense to address homelessness; support sub-grant initiatives for community partners.

**Qualifications:**

**Education and/or Experience:**

- Bachelor’s degree, in social/human services, community development, business administration, leadership or related field, from an accredited college or university and 3-5+ years progressively responsible experience; or Associate’s degree or equivalent from a two-year college or technical school and 5-7+ years progressively responsible experience
• Experience working with people from diverse backgrounds and cultures;
• Knowledge of community development, strategic planning, re-engineering, organizational change strategies, performance measurement, and project management;
• Knowledge of the local neighborhood, government, and institutions;

Other Skills and Abilities:

• Strong administrative, time, and task management skills;
• Ability to work with a diverse group of people and experience in building and maintaining relationships in the community;
• Commitment and sensitivity to community and public safety issues;
• Highly motivated and independent, but also able to work as part of a team;
• Computer and other skills necessary to prepare necessary reports, maintain database and analyze data;
• Knowledge and experience in community relations/development;

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work consists of office and field environments. Must be able to work flexible hours, with nights and weekend commitments on occasion.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk; hear. The incumbent is frequently required to sit and/or stand and most of the work is completed at an assigned desk station in front of a computer. The incumbent is occasionally required to walk; balance; stoop, kneel, crouch or crawl. The incumbent must regularly lift and/or move up to 10 pounds; frequently lift and/or move up to 25 pounds; rarely lift and/or move up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Travel:

Occasional travel outside of Rapid City will be required.