



DATE: November 8, 2018

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT: New Job Description for Lead Program Assistant

RECOMMENDATION

That the Personnel Commission reviews and comments on the new job description for the position of Lead Program Assistant to ensure that employment standards are job-related. Job-related standards address all aspects of the job description, including supervision exercised, education, special requirements, and experience.

SUMMARY

The Lead Program Assistant job description has been updated to meet the needs of the Youth and Family Services Bureau ("YFSB"). The YFSB needs to hire someone to assist in administering a variety of community programs. The changes made to the job description also reflect alignment with the internal organizational structure of the City's Classification plan.

BACKGROUND/DISCUSSION

In addition to adoption and approval of the City's Classification Plan, the Personnel Commission reviews job descriptions to ensure that employment standards are job-related. The City utilizes a standard format when creating and revising job descriptions. Human Resources staff reviews all job descriptions with the respective departments and updates each to align the job description with the City's Classification Plan. In addition, Human Resources staff makes any adjustments to the job requirements as provided by the department prior to initiating a recruitment process.

On May 11, 2017, to address staffing needs at the Library Services Department, the Human Resources Department proposed and the Personnel Commission approved a set of changes to broaden the scope of responsibilities in the Lead Program Assistant job description. However, in 2018, the YFSB requested Human Resources to further broaden the job description for the Lead Program Assistant so that YFSB can utilize this position to support its community programs. The YFSB is a division of the Police Department where police officers and professional counselors work side by side to reduce delinquency and crime in the Hayward community. YFSB offers a variety of programs such as family counseling, school-based

counseling, and a youth diversion program. Broadening the scope of the current Lead Program Assistant job description will allow the YFSB to hire someone to assist in administering the above programs. Human Resources staff also shared the changes with the Library Services Department. Departmental representatives agreed that the changes did not inadvertently cause issues with staff in this classification.

Finally, Human Resources staff shared the proposed changes to this job description with SEIU-Local 1021, the labor organization that represents this classification. Human Resources staff met with representatives of SEIU-Local 1021 to explain the need for the proposed changes, and the union representatives did not object to them.

The changes to the Lead Program Assistant job description are as follows:

DEFINITION

Added:

- "...coordinates education programs,..."
- "...which may include providing direct services to community members, and..."

Removed:

- "...and education programs; assists in the planning, organization, implementation and review of volunteer programs for the City of Hayward; and performs the most complex of volunteer program clerical duties."

DISTINGUISHING CHARACTERISTICS

Removed:

- "...Library..."
- "...coordinating the daily activities of volunteer programs in the City of Hayward and/or assigned Departments, and for..."
- "...Library..."

Replaced:

- "and respond to the most complex Education Services requests including scheduling staff and paid interns, making presentations to large audiences, executing/monitoring community partner intern contracts, and responding to complex requests and problems that may arise in volunteer programs" with "and be responsible for program implementation activities which may include scheduling, making presentations to large audiences, executing/monitoring community partner contracts, and responding to complex requests and problems."

SUPERVISION EXERCISED

Added:

- "May..."

ESSENTIAL DUTIES

Added:

- "...and volunteer...community...and..."

Removed:

- “...for utilization of volunteers, and to...”
- “...volunteer training and orientation...”
- “...volunteer...and volunteer job descriptions.”
- “...volunteer..., including volunteer/staff appreciation events.”
- “Coordinates the distribution of volunteer supplies and equipment to satellite sites.”
- “Coordinates the donations and grants from private organizations and individuals...”

Replaced:

- “...intern timecards and volunteer program hours...” with “...activities...”

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Added:

- “...case management...”

Removed:

- “Principles and practices of education/tutoring programs and the operations and functions of municipal volunteer programs.”

Ability to:

Removed:

- “Train staff to recruit, screen, select, train and evaluate volunteers.”
- “Plan, prioritize, assign, and review the work of others performing a variety of duties.”

EXPERIENCE AND EDUCATION

Experience:

Added:

- “...case management...”

Replaced:

- “...three...” with “...two...” years progressively responsible experience in, “case management”, education/tutoring program coordination, customer service, project management or similar field.

STRATEGIC INITIATIVES

This agenda item is a routine operational item and does not relate to one of the Council’s Strategic Initiatives.

FISCAL IMPACT

There is no fiscal impact as a result of the above proposed change to this job description.

Prepared by: Farbod Pirouzmand, Deputy Director of Human Resources

Recommended by: Nina S. Collins, Human Resources Director

Approved By:

A handwritten signature in black ink, appearing to read 'K. McAdoo', written in a cursive style.

Kelly McAdoo, City Manager