

COMMUNITY NEIGHBORHOOD PARTNERSHIP MANAGER

DEFINITION:

Manages the Hayward Neighborhood Partnership Program which includes the encouragement, development and support of self-sufficient neighborhood, constituent, and community relations, events, partnership organizations that supplement and engagement activities on behalf of the City Manager's Office with the objective of supplementing and complementing City services designed to preserve and enhance the appearance and livability, community building, and quality of life in of the City and its City's neighborhoods. Responsibilities require the performance of complex professional level duties within the context and support of the Library and Neighborhood Services Department's Mission, City Initiatives and City Council Priorities.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from a single position "Specialist" classification located in by the City Manager's Office. This position requires the frequent use of independent judgment and the performance of complex professional level duties. Incumbents are responsible for greater complexity of assignments received including: the management and implementation of specific project areas including the coordination of responses that include, but are not limited to constituent and , the development of neighborhood concerns; organizations throughout the Hayward community. This involves the recruitment and organization management of community volunteers and student interns; and the creation and leveraging of inter-agency and stakeholder partnerships, as well as the provision of programmatic, technical, and functional supervision to professional, technical and clerical staff in various City departments participating in the City's Neighborhood Partnership effort. Responsibilities also include: research, analysis, planning and implementation of neighborhood organization and revitalization activities, and requires the frequent use of independent judgment while carrying out complex assignments that require the development and adjustment of procedures as necessary. Specialized knowledge of public policy processes, systems theory and practices, and the ability to effectively utilize community organization principles and techniques are required.

SUPERVISION RECEIVED AND EXERCISED:

Reports to the Communications and Marketing Officer Neighborhood Services Division Manager, or other Department manager as the Department Head may designate, for general supervision and guidance in setting program goals, objectives, and priorities, and the means of accomplishing them.

SUPERVISION EXERCISED:

May provide Assignments include the provision of lead, technical and functional supervision of assigned staff, and evaluation of other professional, technical and clerical

City of Hayward

NEIGHBORHOOD PARTNERSHIP MANAGER (cont.)Community Partnership Manager

Page~~AGE~~ 2 of 5

~~personnel, as well as the recruitment, training, supervision and evaluation of student interns, and/or community volunteers on a regular or as-needed basis.-~~

ESSENTIAL DUTIES:

~~Essential d~~Duties may include, but are not limited to the following:

~~Under~~Carries out policies set by City Council and others, under the general direction of the Communications and Marketing Officer, Neighborhood Services Manager or other designee of the Department Head, and designs, implements, monitors and supports the success of self-sustaining neighborhood, community-engagement and constituent-relations activities, events, programs and projects undertaken with the objective of preserving and enhancing the livability, community building, and quality of life in the City and its neighborhoods.

Oversees and coordinates the citywide process for community volunteers and interns including recruitment, organization, supervision and evaluation of programs and participants.

ESSENTIAL DUTIES (continued)

~~1. Serves as partnership organizations. As a project manager, is responsible for difficult and complex assignments, including: the coordination of multi-departmental responses to community concerns and the creation and leveraging of citywide and stakeholder partnership establishment, training and monitoring of neighborhood partnership organizations designed to become self-sustaining and effective in complementing and supplementing City efforts to improve the livability of the Hayward community.~~

Manages and coordinates City public art initiatives, community-building special events, the City of Hayward's Sister-City Program, and the production of Mock City Hall sessions for Hayward Unified School District high school students and educators.

Manages and facilitates the intake, tracking of, and inter-departmental responses to community needs and concerns reported to and/or received by the City Manager's Office, including issues related to referrals, community concerns, reporting corrections, and other matters touching on neighborhood and citywide livability.

~~2. Manages the Hayward Leadership Academy, a City program designed to develop community leaders in as many Hayward neighborhoods as possible so that neighborhood groups can assume responsibility for their own community well-being. This includes the development of strong neighborhood organizations that work in partnership with the City, that help leverage City resources with other private and~~

City of Hayward

NEIGHBORHOOD PARTNERSHIP MANAGER (cont.) Community Partnership Manager

Page 3 of 5

~~public resources to benefit local neighborhoods, and to strengthen the overall essence of community throughout the entire City.~~

~~3. Facilitates and participates in the planning, organization and implementation of neighborhood improvement activities designed to identify and implement alternative methods of code violation corrections, including solicitation of volunteer assistance and participation in such activities as clean-up, fix-up, beautification and neighborhood pride events and programs.~~

4. Negotiates and coordinates activities and events involving community members~~property owners~~, community and faith-based service organizations, formal and informal community groups, business owners, individual residents, and other public officials.

~~5. Conducts research, performs community needs assessments and analyses, and makes recommendations to City Council, City Commissions and Committees as well as other governing/advisory bodies pertaining to the development and revitalization of Hayward neighborhoods.~~

6. Serves as a liaison between various City and community programs and services, public agencies, and neighborhood partnership organizations ~~in order~~ to facilitate the effective coordination and delivery of needed services and resources.

7. Prepares and supports delivery of~~delivers~~ public presentations and written materials using a variety of media for both small and large audiences at varying levels~~who speak~~ and modes of literacy, including non or read English, as well as limited and/or non-English fluentspeaking/literate audiences.

8. Assists in the development and implementation of the Community and Media Relations Division ~~and Department~~ goals, policies, and priorities, and in the high-level preparation of the Division budget.

9. Prepares, ~~and~~ monitors, and coordinates consultant and service contracts, ~~as needed~~.

~~10.~~ Provides technical and functional supervision to ~~other~~ professional, technical, and clerical personnel on a regular or as-needed basis. Recruits, ~~Also recruits~~ trains, coordinates, supervises, and evaluates community volunteers and, ~~including student~~ interns.

Researches, analyzes, plans, and implements neighborhood-based engagement activities, projects, programs and events.

Performs other related duties as assigned.

City of Hayward

NEIGHBORHOOD PARTNERSHIP MANAGER (cont.) Community Partnership Manager

Page 4 of 5

JOB RELATED AND ESSENTIAL REQUIREMENTS/DUTIES — Essential requirements/responsibilities and duties may include, but are not limited to the following:

Knowledge of:

- Public administration and public policy processes; ~~systems theory and practices~~; grass roots community and neighborhood organization principles and techniques.

Community

- ~~Social research and community~~ needs assessment methodologies, ~~statistical methods, and graphic presentations~~.

- Event production and program ~~Program~~ development, monitoring, and evaluation methods.

- Budget development and administration methods, principles, and practices.

- Volunteer and personnel recruitment, management, and evaluation principles and practices.

- Codes, ordinances, and regulations that are enforced by local government.

- Group facilitation, mediation, negotiation, and community problem solving principles and techniques as well as methods for organizing and motivating community groups to address common issues.

- Local and regional community resources and services.

Ability to:

- Effectively plan, organize, and facilitate large and small groups that include persons representing multiple and potentially competing interests, as well as a variety of cultures, languages, issues, and concerns.

- Effectively plan, organize, administer, and coordinate multiple complex projects and activities in a timely and accurate manner, and appropriately adjust priorities as circumstances dictate. —Appropriately exercise independent judgment while maintaining ongoing accountability for assigned duties.

- Accurately interpret federal, state, and local laws, ordinances, and regulations.

- Make accurate computations, as well as keep and maintain complete and accurate records ~~that clearly and accurately document neighborhood service activities~~.

Work effectively within a diverse

City of Hayward

NEIGHBORHOOD PARTNERSHIP MANAGER (cont.) Community Partnership Manager

Page 5 of 5

- ~~Provide effective leadership in the development of neighborhood partnership organizations involving community members, volunteers, and student interns, as well as representatives from other community and public agencies and fellow City representatives, and work effectively within a team environment while establishing and maintaining cooperative working relationships.~~

- Effectively and concisely communicate orally, visually, and in writing, using a variety of media to communicate for varying levels of literacy, including non or limited-English fluent audiences in English; as well as work effectively with persons who have limited and/or non-English speaking/reading skills. Multi-lingual/cultural abilities reflective of those to be served are a plus.

JOB RELATED AND ESSENTIAL REQUIREMENTS (continued)

Ability to (continued):

- Perceive responsibilities within the context of citywide goals and objectives and ~~to~~ approach assignments with a customer-oriented focus.

- Effectively provide functional and technical supervision ~~to, and evaluation of, professional, technical and clerical personnel, as well as community volunteers and student interns.~~

- Plan and effectively administer budgets involving a variety of public and private funding sources.

EXPERIENCE AND ~~TRAINING~~: EDUCATION

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: ~~Three years of recent progressively responsible professional experience in city, county or regional public administration, or other private or non-profit work experience involving community organization and development, program planning, implementation, monitoring, and evaluation; as well as volunteer recruitment and coordination.~~

Education: ~~Graduation from an accredited college with a bachelor's degree or equivalent credits Bachelor's Degree in social work, public administration, planning, or closely related field is required.~~

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to:

City of Hayward

NEIGHBORHOOD PARTNERSHIP MANAGER (cont.) Community Partnership Manager

Page 6 of 5

work in a standard office environment and use standard office equipment and current software; safely drive to various locations throughout the City and County to manage, direct, coordinate and/or participate in meetings and community events in a variety of community settings and weather conditions; make effective presentations to public audiences; conduct City business during day and evening hours, including occasional weekend and irregular hours; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend and safely lift and carry equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and before small and large groups, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: ———One (1) Year

703CS08H730 Community Partnership Manager

May 2008

Revised June 2024

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt