



City of Phoenix



CITY OF PHOENIX, ARIZONA

Human Services Director

Building the Phoenix of Tomorrow

THE CITY

Over 1.6 million people call Phoenix home, where sunshine and opportunities are endless! Commonly known as the “Valley of the Sun”, Phoenix is the 5th largest city in the United States and provides a rich culture and an abundance of attractions for both residents and visitors from museums, nature parks, and restaurants to a vast network of arts, entertainment, sports, recreational and educational amenities.

Phoenix and the surrounding areas are home to several major professional sports teams to include the Arizona Diamondbacks (MLB), Phoenix Suns (NBA), and Phoenix Mercury (WNBA), Arizona Cardinals (NFL), Arizona Coyotes (NHL), and the site for the Spring Training MLB Cactus League. Phoenix also has one of the fastest growing job markets and is emerging in the new economy with strength in high technology, manufacturing, bioscience research and advanced business services. Education continues to be a primary focus as well with high-quality public schools, community colleges and universities.

With its strategic location within hours from multiple leisure destinations, Phoenix offers outstanding weather and a vibrant lifestyle, making it a great place to do business, but an even better place to live.

THE ORGANIZATION

The City of Phoenix is a full-service city with the largest council-manager form of government in the United States, 14,500 city employees, including seven employee unions and associations, and a \$3.4 billion annual budget. The Phoenix City Council is comprised of a Mayor and eight Council members. Each council member is elected by the people from a represented council district for a four-year term. The Mayor is elected at-large. The City Manager is appointed by the Mayor and City Council and is responsible for the city’s day-to-day management and operations including overseeing more than 30 departments and managing the finances and budget of the City of Phoenix.

The vision for the City is to improve the quality of life through efficient delivery of outstanding public services. The vision statement, “We will make Phoenix a great place to live, work, and visit, by fostering a dynamic and sustainable environment with exceptional public services,” continues to define and stimulate the City’s growth and development. The City places a high value on being employee-friendly by striving to be the local market leader for employee compensation and benefits, honoring all cultures and lifestyles, leading the way to be innovative and progressive, and creating a workplace that focuses on customer service excellence both internally and externally to become an “employer of choice”.

BUILDING THE PHOENIX OF TOMORROW

The City Manager has identified the following goals:

Financial Excellence – Achieve financial excellence by ensuring the City Manager’s Budget supports the priorities and goals of the City of Phoenix and our community.

Process Improvement and Efficiency – Implement process improvement and efficiency measures throughout the organization including the creation of a new citywide strategic plan.

Community Safety – Enhance Community Safety utilizing a multi-faceted approach that best serves our diverse community.

Homelessness and Affordable Housing – Develop innovative approaches to address homelessness and affordable housing challenges.

Major Events and Economic Development – Host successful major events and pursue other opportunities that highlight the City of Phoenix.

Data Driven – Focus on data-driven, outcome-based services for ongoing and new programs.

Water Resiliency – Develop a comprehensive Water Resiliency strategy.

To learn more, go to:
<https://www.phoenix.gov/>



It is an exciting time to work for the City of Phoenix! On November 7, 2023, Phoenix voters passed the City Council approved \$500 million General Obligation (GO) Bond Program. GO Bond programs help to fund critical infrastructure and rehabilitation needs of City facilities such as parks, libraries, fire and police stations, affordable housing, streets, and storm drains. Approved projects will be prioritized and allocated over the five-year period of 2024-25 to 2028-29 and included in the Preliminary Capital Improvement Program (CIP) scheduled to be presented to City Council on March 19, 2024.

To learn more about the proposed GO Bond Program visit: <https://www.phoenix.gov/bond>

POSITION OVERVIEW

The City is looking for an exceptional leader with a heart for the community and the presence and the political aptitude to respond to Phoenix's challenges both strategically and tactically to serve as their next Human Services Director. As the designated Community Action Agency for the City of Phoenix, the Human Services Department (HSD) provides direct services through the following divisions: Business and Workforce Development, Community and Senior Services, Education, Strategic Initiatives, and Victim Services.

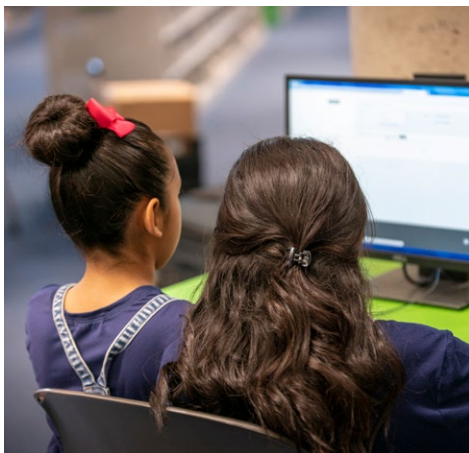
Each of the six service divisions within the Department are responsible for planning, developing, implementing, coordinating, and operating programs to meet a wide range of "at-risk" and vulnerable populations. In service to this role, the HSD is also a designated applicant for affiliate federal grants such as Head Start, Community Services Block Grant, Emergency Solutions Grant, Workforce Innovation and Opportunity Act, and Victims of Crime Act. The HSD also provide administrative and fiscal support for the Office of Homeless Solutions (OHS) which is a function of the City Manager's Office. The HSD receives a combination of 26 federal, state, and local fund sources through contracts and/or contract amendments.

The Human Services Director will oversee an annual operating budget of \$195,961,503 per year and over 443 employees with staff across 15 Senior Centers, 167 Head Start classrooms, three Family Services Centers, three Arizona@Work City of Phoenix Job Centers and the Family Advocacy Center.



For more information on the City of Phoenix's Human Service Department visit:

<https://www.phoenix.gov/humanservices>



CHARACTERISTICS OF THE IDEAL CANDIDATE

This dynamic and innovative leader will be a “community steward” that is a collaborative, respectful, ethical, and engaging leader, with a strong commitment to the Phoenix community. A background in social and human services, as well as extensive knowledge of local, state, federal laws, ordinances, and requirements affecting human services programs, along with underlying social and economic problems.

This person should be able to create a positive atmosphere for employees in the organization and must adhere to the highest ethical and moral standards, display transparency, and commit to PHXRespect.

The following attributes and/or characteristics are ideal for the next **Human Services Director**:

- » Exceptional communicator and relationship builder who fosters collaboration but is also a savvy negotiator capable of confidently advocating the organization’s positions.
- » Establishes and maintains strong working relationships with various funding partners along with community agencies, both public and private. These partnerships are leveraged to create maximum impact in serving all Phoenix residents, but particularly communities in need.
- » A strong mentor and leader who values the input and expertise of staff, supports professional development, and fosters an internal culture of open communication, trust, and accountability.
- » Brings credibility and the ability to inspire confidence and quickly establish mutual respect and trust with the City leadership, staff, and stakeholders.
- » Understands the importance of community outreach, transparency, and effective communication.
- » Has sound judgement when addressing challenging issues and recommending well-researched solutions.
- » An honest, straightforward communicator who embraces the need for collaboration in order to achieve long-term results.
- » Significant financial acumen regarding grant funding and experience seeking creative revenue enhancements.
- » A servant leader.
- » Will be committed to ensuring the financial sustainability of Phoenix.



QUALIFICATIONS

- » Bachelor's degree from an accredited college or university with major coursework in Sociology, Education, Public or Business Administration or a directly related field.
- » Six (6) years of managerial experience directing community organization, program planning and development, and social service activities.
- » Other combinations of experience and education that meet the minimum requirements may be substituted, however a college degree is required.



COMPENSATION AND BENEFITS

Salary is up to **\$207,979 annually** and will be commensurate with the qualifications and experience of the successful candidate. The City contributes 9% of salary into 457/401(a) plans with no matching required. \$6,000/annual car allowance and \$1,440/annual cell phone allowance. **The selected candidate will be required to reside within Phoenix city limits within 24 months after the date of hire.**

A comprehensive Executive benefits package is offered which includes:

Traditional pension with employer and employee contributions; choice of medical HMO, PPO, HDHP/HSA plans; wellness incentive of up to \$720 annually; dental; vision; life insurance; long-term disability; medical enrollment includes a monthly \$150 City contribution to a Post-Employment Health Plan; bus/light rail pass; tuition reimbursement; paid time off includes 13.5 paid holidays, 12 vacation days, 6 personal days, 15 sick days.

For more details, visit: <https://www.phoenix.gov/hrsite/Benefit%20Category/010.pdf>

APPLICATION PROCESS AND RECRUITMENT SCHEDULE

To be considered for this exceptional career opportunity, submit your resume, cover letter, and a list of six work-related references (who will not be contacted without prior notice) by **Monday, February 5, 2024**. Please submit your materials to: <https://www.cpsr.us/recruitment/2296>.

For additional information about this position please contact:

KYLIE WILSON

Principal HR Consultant

Email: kwilson@cpsr.us

Website: www.cpsr.us



Candidates deemed to have the most relevant backgrounds will be invited to participate in a preliminary screening interview with the consultant. Those individuals determined to be best suited will be invited to participate further in a formal assessment process with the City. An appointment is anticipated upon the completion of comprehensive reference and background checks. **This is a non-classified position and not covered under the civil service rules. This recruitment and any interview process resulting from this recruitment may be used to fill any related current or future vacancies.**

