CITY OF BALTIMORE POSITION DESCRIPTION FORM

General Instructions:
The City of Baltimore Position Description form (PD form) shall be used to record position requirements. The Administrative Manual and the Personnel Manual govern its use. This form may be used when seeking to establish a new position, generate a reclassification, request a salary evaluation, or to request a classification study. A completed form will provide new employees with a description of their duties and it will also inform the performance management planning process. The PD Form is the foundation for establishing position accountabilities, deliverables, performance goals, and professional development activities.

Position/Classification Actions:

1. The employee and their immediate supervisor must complete this form for all actions involving the creation or the reclassification of a position, or as directed by the Department of Human Resources and/or the Bureau of Budget and Management Research;
2. Print in ink or type all entries;
3. Enter all information as requested for the position as it now exists; and
4. The employee, supervisor, agency head, and agency human resources practitioner must sign the certification statements at the end of the document.

Definitions

Class title- The title associated with the general class of a position. *(Example: Operations Officer)*
Functional title- The title associated with the specific function of a position *(Example: Administrative Officer)*

Performance Evaluation

Use Part 2 of this form to capture the key job duties and percent of time spent working across those duties as a way to ensure shared understanding between employees and their supervisors. Document changes to job duties as they occur and review this section of the Position Description periodically throughout the performance review period to ensure successful tracking against established work output targets and performance goals.

PART 1: POSITION INFORMATION

1. Position Number	2a. Classification Title: Community Coordinator	2b. Functional Title: Case Manager	2c. Job Code: 81442
3. Department: Baltimore City Health		4. Bureau: Office of Youth and Trauma Services	5. Division: Youth Wellness and Community Health
6a. Supervisor's Functional Title: Supervisor	6b: Supervisor's Classification Title: Social Services Coordination Supervisor		6b. Job Code: 81175

7. Type of Action:

☒ INITIAL POSITION DESCRIPTION
☐ CREATION/CLASSIFICATION OF NEW POSITION
☐ RECLASSIFICATION OF EXISTING POSITION
☐ SALARY EVALUATION FOR EXISTING CLASSIFICATION
☐ CLASSIFICATION STUDY
☐ PERFORMANCE PLAN/EVALUATION
☐ OTHER:

8. Reason for Action: What significant changes have occurred to this position that justify this action? When and why did such changes occur?
New Hire

EMPLOYEE	Name:	**DEPARTMENT OF HUMAN RESOURCES USE ONLY**
	Work site: Baltimore City Health Department	
	Work email address and/or phone number:	
EMPLOYEE'S SUPERVISOR	Name: Mark Mason	
	Work email address and/or phone number: Mark.mason2@baltimorecity.gov 410-396-2206	
AGENCY HUMAN RESOURCES PRACTITIONER	Name:	
	Work email address and/or phone number:	
AGENCY HEAD	Name: Dr. Letitia Dzirasa	
	Work email address and/or phone number:	
BBMR ANALYST Signature Required	Approved: ☐ Disapproved: ☐	
	Name: Signature:	

PART 2: ESSENTIAL JOB FUNCTIONS

- Essential job functions are duties which must be performed with or without reasonable accommodation and are the reasons why the position was created and exists;
- Essential job functions should accurately capture the (1) Complexity; (2) Scope; and (3) Level of a job; and
- Draft each function beginning with an action verb, i.e. "receives," "produces," and "maintains." Action verbs are italicized in the examples below.

Note: The position description identifies the essential job functions of the position. It does not nor is it intended to represent an exhaustive list or description of all areas of responsibility for the position. Other essential job functions and/or areas of responsibility may be assigned to the position as deemed appropriate and/or necessary.

Examples:

% of Time Total = 100%	ESSENTIAL JOB FUNCTIONS
50	1. *Receives* dictation of letters and reports and transcribes material into desired typed format; proofreads typed copy; corrects spelling, grammar and punctuation.
30	2. *Produces* typed copy from written communication and types similar materials as above from rough written copy; proofreads typed copy; corrects spelling, grammar, and punctuation.
20	3. *Maintains* filing system by taking file folders, categorizing materials according to established system, and searching files for materials needed.

% Of Time Total = 100%	ESSENTIAL JOB FUNCTIONS
75%	Engage with service providers who have referred clients to program Conduct community outreach Provide case management services and support to clients enrolled Facilitate peer support groups with clients of program
25%	Attend non-traditional therapy classes with clients Facilitate Youth Ambassador/Peer Educator program around trauma awareness. Complete and submit bi-weekly case notes
	6.
	7.

PART 3: COMPETENCIES

Competencies are behavioral measures that focus on the method through which the functions of the position will be accomplished and support accountabilities and deliverables. Competencies may include knowledge, skills, and or behaviors that impact effectiveness and performance. Check off all applicable competency and subcompetency descriptions. (Example: competency: Job knowledge; Sub-competency: Keeps abreast of current developments.)**CORE COMPETENCIES**

❒ **Job Knowledge**
_x__Competently demonstrates the required knowledge, skills and abilities for successful work accomplishment
___Exhibits ability to learn and apply new skills
_x__Keeps abreast of current developments
___Understands how own job relates to other positions, Divisions, and Agencies
___Adapts to new technology, and uses technology to increase productivity

❒ **Communications**
__x_verbal and written information, facts and ideas clearly and succinctly, and in an organized manner
___Delivers clear and compelling verbal and written presentations
_x__Frames information, facts and ideas appropriately and effectively
_x__Engages and actively listens to others

❒ **Organizational Skills**
__x_Identifies and manages competing and shifting priorities effectively
_x__Identifies and coordinates resources
_x__Integrates resources
_x__Organizes and manages information

❒ **Interpersonal Skills**
___Adapts style and approach to situations
_x__Adapts style and approach to diverse audiences
___Demonstrates sound judgment
_x__Possesses high level of ethics.
___Strong integrity

❒ **Problem Solving**
_x__Uncovers needs/concerns
_x__Identifies and analyzes problems
___Uses sound reasoning to arrive at desired/required results
___Provides viable solutions to complex problems
__x_Engages and involves appropriate resources to pursue resolution
___Distinguishes between relevant and irrelevant information to arrive at logical judgments and determinations
___Manages and resolves conflict effectively

❒ **Decisiveness**
_x__Makes sound and well-informed decisions
___Perceives and anticipates the impact and implications of decisions
_x__Commits to action, even in uncertain situations, in order to accomplish Agency and organizational goals

❒ **Project Management**
___Establishes goals and objectives
___Establishes priorities and schedules
___Determines project assignments and resource dependencies
___Monitors and controls projects
___Ensures project completion
___Conducts project evaluation.

❒ **Flexibility and Adaptability**
_x__Demonstrates openness and receptiveness to change
_x__Adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles
_x__Effectively manages pressure and ambiguity

❒ **Self-Direction**
___Displays confidence and demonstrates belief in own abilities and ideas
_x__Self-motivated and results oriented
___Self-correcting
___Recognizes own strengths and weaknesses
_x__Solicits feedback from others
___Creates and/or pursues opportunities for self-learning and development

❒ **Professional Development**
___Seeks and pursues opportunities to enhance professional competency, expand body of knowledge, and progress career

❒ **Customer Service**

SUPERVISORY, MANAGERIAL & EXECUTIVE COMPETENCIES

❒ **Human Resources Management**
___Empowers employees, and develops lower levels of leadership by providing opportunities, sharing information and delegating authority
___Shares rewards for achievements with employees
___Ensures that employees are appropriately identified, selected, used, evaluated and treated fairly

❒ **Performance Management & Staff Development**
___Sets and thoroughly communicates expectations and requirements
___Ensures that performance goals are aligned with Agency and organizational goals
___Instructs, navigates, coaches, counsels, and mentors staff, regularly
___Provides recognition and feedback for good performance
___Identifies causes of unsatisfactory performance, and assists employees to course correct when expected results are not produced

❒ **Managing Diverse Workforce**
___Sensitive to and encourages cultural diversity in the workplace
___Welcomes and encourages acceptance of individual differences
___Encourages and enables inclusion
___Ensures that individuals receive recognition and are provided with opportunities based on meritorious performance

❒ **Employee Relations**
___Demonstrates transparent practices and communications
___Coaches and counsels, effectively
___Provides training and learning opportunities
___Evaluates and assesses talent and situations
___Addresses issues and concerns promptly and thoroughly
___Identifies areas that contribute to turnover and implements strategies to arrest it
___Manages situations with required confidentiality, discretion and sensitivity
___Approachable.

❒ **Conflict Management**
___Identifies, manages and resolves conflicts and disagreements timely, effectively and appropriately
___Takes required corrective action to ensure that conflicts and disagreements do not reoccur
___Ensures that disruptive conduct in the workplace is minimized

❒ **Fiscal Management**
___Demonstrates integrity; accountability and efficient stewardship of City resources
___Works within approved budget
___Develops and implements cost-saving measures
___Manages assigned resources responsibly
___Seeks ways to reduce waste

❒ **Influencing & Negotiating**
__x_Persuades and co-opts
__x_Builds relationships and networks
__x_Partners with appropriate internal and external resources to accomplish goals and share information
_x__Negotiates to arrive at mutually acceptable solutions
_x__Builds consensus through inclusion, collaboration and cooperation

❒ **Strategic & Operational Planning**
___Establishes and articulates goals, objectives and strategic direction
___Establishes measurable outcomes
___Allocates appropriate resources
___Anticipates potential threats and barriers, and develops viable contingencies

❒ **Team Building/Teamwork**
___Manages group processes efficiently and effectively
___Encourages collaboration, cooperation and partnering
_x__Encourages and promotes group identify and esprit de corps

❒ **Leadership**
___Sets and steers direction
___Sets and communicates expectations and standards
_x__Influences groups and/or people
_x__Motivates others to action
___Situational and adaptive style
_x__Builds trust
_x__Strong negotiating skills

❒ **Thought Leadership**
___Identifies and advocates new ideas
___Identifies and advocates new opportunities
_x__Persuades and compels

❒ **Vision**

__x_ Values and understands importance of high quality service delivery experiences _x__Anticipates, understands and responsive to client needs _x__Delivers on commitments in a timely manner	___Establishes vivid, guiding image and perspective of the City's/Agency's future that comports with organizational goals ___Drives the vision __x_Motivates and inspires others to embrace the vision ___Detects and pursues opportunities to move the Agency and organization forward ❒ **External Awareness** ___Identifies and remains current on policies/procedures, initiatives/priorities, economic, political and social trends that impact the Agency and the organization ___Monitors and evaluates progress, and course corrects as appropriate

___Establishes credibility

PART 4: REPORTS TO AND HAS REPORTING

REPORTS TO:

CLASS TITLE OF SUPERVISOR	FUNCTIONAL TITLE OF SUPERVISOR
Social Services Coordination Supervisor	Supervisor

HAS REPORTING (DECISION MAKING AUTHORITY):

a) Total number of employees reporting directly to you: 0
b) Do you supervise employees in any of the following ways? Check all that apply.

☐ 1. Approve Leave
☐ 2. Assign and Review Work
☐ 3. Complete Performance Evaluations
☐ 4. Recommend Disciplinary Action
☐ 5. Recommend Termination
☐ 6. Recommend Hiring
☐ 7. Recommend Promoting
☐ 8. Train New Employees
☒ 9. Other:
☐ 10. Other:

c) List the number and class of employees supervised directly by this position.

NUMBER OF EMPLOYEES	CLASS TITLE	ENTER (1-10) FROM THE ABOVE LIST OF SUPERVISORY DUTIES THAT APPLY
NA		

PART 5: SUPERVISOR REVIEW

ORGANIZATIONAL CHART:
Attach an organizational chart that indicates the organizational line of supervision above and below this position. Please indicate, "proposed" when listing a position that does not currently exist. If proposing changes, please include the current organizational chart and the proposed one.

KNOWELDGE, SKILLS, AND ABILITIES
Please list the knowledge, skills, and abilities needed **BEFORE** beginning this position to effectively complete the essential job functions.

Effective Case Management
Interpersonal Skills
Effective Communication Skills

Organizational skills
Knowledge of community assets
Knowledge of healing centered approaches
Excellent written and verbal skills

EDUCATION AND EXPERIENCE:

a. What kind of, and how much, education and/or experience must an employee have **BEFORE** hiring in order to assure satisfactory job performance?

Must at least have an under graduate degree in social work, human services or related courses. At least one year experience working with vulnerable populations and providing case management.

b. What licenses, certifications, and/or registrations must an employee have **BEFORE** hiring?

NA

c. What type of training must be provided to an employee **AFTER** hiring?

Trauma informed practices and evidenced based approaches. Training on intake and service plan development process. Victimization Training

PART 6: SCHEDULE, WORKING CONDITIONS, AND EQUIPMENT USED

WORK SCHEDULE:

Indicate your standard workweek and hours below. Explain any unusual scheduling such as rotating shift, callback, or stand-by.

Day	From	To	Shift Work	Frequency
Mon	9:00	5 : 00	Rotating Shift	
Tue	9:00	5 : 00	Call back	
Wed	9:00	5 : 00	Stand by	
Thurs	9:00	5 : 00	On call	
Fri	9:00	5 : 00	Other (Describe):	Some Saturdays required
Sat	11 : 00	12 : 30		
Sun	:	:		

WORKING CONDITIONS:

Time worked indoors 70 % Time worked outdoors 30 % (Total = 100%)

Does this position involve working in uncomfortable or unpleasant physical surroundings (Example: Extreme temperatures)? Please explain.

Home visits are sometimes required and may occur during inclement weather and at unpleasant locations in the community.

Does this position require working in hazardous conditions (Example: Carrying hazardous materials)? Please explain.

NO

How much time does this position spend performing the following physical activities:

Activity	Amount of time			
	None	Under 1/3*	Up to 2/3**	Over 2/3***
Standing		x		
Walking		x		
Sitting		x		
Using hands to handle or feel	x			
Climbing or balancing	x			
Stooping, kneeling, crouching, or crawling	x			
Talking or hearing				x
Tasting or smelling	x			
Other (describe):				
Other (describe):				

*Less than 33%, or approximately 13 work hours per week, when considering a standard 37-40 hour work week.
**Between 33% and 66% of total work time each week, or approximately 26 hours per week
***Over 66%, or between 26 and 40 hours per week

Does this position require that weight be lifted or force be exerted? If so, how much time and how often?

Activity	Amount of time			
	None	Under 1/3*	Up to 2/3**	Over 2/3***
Up to 10 pounds		x		
Up to 25 pounds		x		
Up to 50 pounds		x		
Up to 100 pounds	x			
More than 100 pounds	x			

*Less than 33%, or approximately 13 work hours per week, when considering a standard 37-40 hour work week.
**Between 33% and 66% of total work time each week, or approximately 26 hours per week
***Over 66%, or between 26 and 40 hours per week

Does this position have any special vision requirements? (Check all that apply)

☐ Close vision (clear vision at 20 inches or less)
☐ Distance vision (Clear vision at 20 feet or more)
☐ Color vision (ability to identify and distinguish colors)
☐ Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
☐ Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
☐ Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
☒ No special vision requirements

EQUIPMENT USED:

List any machines, tools, or other equipment that you are required to use on the job.
Examples of office equipment: Desktop computer; Laptop; Calculator; Phone
Examples of field equipment: Vehicle; Jackhammer; iPad; Snow blower

Type of Equipment	% Time Used	Type of Equipment	% Time Used
Desktop/Laptop Computer	60%		
Mobile phone	80%		

PART 7: CERTIFICATIONS

EMPLOYEE CERTIFICATION: I certify that I agree with and accept the contents of this document, and that I was afforded the opportunity to provide feedback and input in its development.

Signature: * *Required* Date: / / 20

SUPERVISOR CERTIFICATION:

I certify that I agree with and accept the contents of this document.

Signature: Date: 8 / 22 / 20
19

AGENCY HUMAN RESOURCES PRACTITIONER CERTIFICATION

I certify that I agree with and accept the contents of this document.

Signature: * *Required* Date: / / 20

AGENCY HEAD CERTIFICATION:

I certify that I agree with and accept the contents of this document.

Signature: * *Required* Date: / / 20