

This recruitment is managed by



HUMAN SERVICES MANAGER

HUMAN SERVICES AND RENT STABILIZATION DEPARTMENT

CITY OF WEST HOLLYWOOD, CALIFORNIA ANNUAL SALARY: \$173,279–\$228,058 DOE/DOQ

THE CITY OF WEST HOLLYWOOD (WEHO) IS SEEKING A HUMAN SERVICES MANAGER to shape and implement policies and programs to meet the diverse needs of the community! This Manager will oversee the Human Services Division, with its 12 full-time staff members and an approximate annual budget of \$16 million. They will serve as the primary administrator for the Division—providing leadership for programs and initiatives, overseeing contracts with social service providers, and empowering employees. A key responsibility of this role is strong management and leadership for the Division's dedicated employees—ensuring that they feel supported and heard, that resources are allocated effectively, and that conflict is managed in a way that supports a positive and inclusive work culture. The ideal candidate is a highly empathetic, communicative, and emotionally intelligent leader who celebrates diversity and equity, ideally with a background in social work. They will be expressive and flexible to change, encouraging curiosity and an open exchange of ideas on the team. They must also prioritize work-life balance and self-care for themselves and their staff reports, recognizing the high-touch nature of their work. *Shape the future of human services in a unique small city—apply today!*

WEST HOLLYWOOD...

...CELEBRATES PRIDE!

40%+ WEHO residents identify as LGBTQ+



...LEADS AFFORDABLE HOUSING INITIATIVES

The City is committed to providing affordable & inclusive housing.



...VALUES SOCIAL SERVICES

Approx \$5 million/year to programs for thousands.



...RESIDENTS LOVE IT HERE!

~90% of residents rate their quality of life as excellent.



...IS WALKABLE!

Voted The Most Walkable City in California*

(*Based on distance to parks, schools, amenities, & transit).





the COMMUNITY

THE CITY OF WEST HOLLYWOOD IS LIKE NO OTHER CITY IN THE WORLD. In 1984, the idea for the City of West Hollywood was proposed by an unlikely coalition of LGBT activists, seniors, and renters. These groups came together to advocate for cityhood, and incorporated as an independent city in 1984. The first West Hollywood City Council established West Hollywood as the first city in the nation to have a majority openly gay governing body. Spanning 1.9 miles in the heart of metropolitan Los Angeles, the City has a spirit of community activism and civic pride. West Hollywood has approximately 35,000 residents and people from all over the globe visit West Hollywood for its iconic attractions, such as the Sunset Strip for its unparalleled historical connection to music, entertainment, architecture, fashion, and culture-making; the Santa Monica Boulevard; the Design District's shopping, galleries, and restaurants; film and video production companies and movie studios.

Check out the Top 20 things you should know about West Hollywood!

WEHO TOP 20



the CITY GOVERNMENT

THE CITY OF WEST HOLLYWOOD MANAGES an annual budget of approximately \$151 million and employs approximately 250 full-time staff. The City's priorities are reflected in the City's **core values**, which include: respect and support for people; responsiveness to the public; idealism, creativity, and innovation; quality of residential life; promotion of economic development; public safety; and, responsibility for the environment.

[CLICK LINK](#)



the DEPARTMENT/DIVISION

THE DEPARTMENT OF HUMAN SERVICES AND RENT STABILIZATION provides planning, direction, coordination, and implementation of the programs and projects of the Rent Stabilization Division and the Human Services Division. Staff supports vulnerable community members through programs, policies, and coordinated strategies.

The Human Services Division, often referred to as the heart and soul of the organization, provides social services, health education and information to the community to improve the quality of life for those in need. Services include necessities of life such as food and shelter; AIDS education; pre-school education for young children; job placement; legal services; mental health services; and homeless services. Services are provided via contracts with local non-profits and in-house programs. Target populations are seniors, people living with AIDS, gay men, lesbians, families with children, immigrants, and people living with disabilities.



the JOB / IDEAL CANDIDATE

THE HUMAN SERVICES MANAGER WILL LEAD A TEAM of 12 staff as they carry out impactful work related to the care, wellbeing, and mental and emotional support of City residents. The Manager will serve as a knowledgeable resource to their staff with an open-door policy, encouraging them and helping them solve problems as they arise. The Manager will also have oversight of the Division's approximately \$7 million programmatic budget and all contracts with social service providers. A major aspect of this role is the administration of the Division's programs—which are complex, often grant-funded, and deliver lifesaving services to hundreds of individuals per year. The Manager will supervise programs and initiatives dedicated to housing, mental health and crisis care, elder resources, poverty reduction, and more. A background in similar work, particularly in the implementation of social service programs, is essential to the success of this role.

The Manager will frequently sit on boards and commissions as a representative of the Department. A people-centric, warm, and engaging leader is desired for this role. The ideal Manager will also be comfortable presenting research and data to stakeholders, particularly to demonstrate the effectiveness of the Division's programs and outreach. The ideal candidate is hard working, caring, driven, and determined to create change for the community.

CORE COMPETENCIES *The ideal candidate will demonstrate the following:*

- ▶ **TEAM DEVELOPMENT:** Effectively hire, train, and develop staff in their careers, emphasizing the importance of passion for their work and self-care to prevent burnout.
- ▶ **STRATEGIC THINKING:** Analyze complex problems, devise innovative solutions, and forecast potential outcomes to effectively navigate future challenges.
- ▶ **DIPLOMACY:** Communicate and negotiate tactfully, navigating diverse perspectives to foster cooperation and consensus-building.
- ▶ **RELATIONSHIP BUILDING:** Fosters positive connections with social service workers, non-profit leaders, advocacy groups, and individuals seeking services through respectful communication, inclusive language, and clear communication.

MINIMUM QUALIFICATIONS

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job, such as:

- ▶ Bachelor's degree from an accredited four-year college or university in a related field.
- ▶ Seven to ten years of progressively responsible related experience.
- ▶ Valid California Driver's License.

DESIRED QUALIFICATIONS

- ▶ Master's degree in a related field is preferred.



CURRENT INITIATIVES

HOLLOWAY HOUSING PROGRAM. Converting the Holloway Motel site into an interim housing and supportive services location for community members experiencing homelessness. Services will include healthcare, nutrition, financial planning, community activities, employment readiness, housing search support, and more!

AGING IN PLACE INITIATIVE. Supports the quality of life, health, and well-being of older adults by improving access to transportation, affordable housing, health services, and more within the City.

CLICK
TITLES

WEHO CARE TEAM. Providing crisis stabilization, safety planning, connection to community resources with a 24/7 mobile behavioral health crisis responder! The Care Team delivers services through a harm-reduction, trauma-informed, and culturally competent approach.

LEGAL SERVICES. Providing access to no-cost or low-cost legal services and support for issues such as benefits advocacy, tenant and fair housing law, hate and discrimination advocacy, and employment.

Salary & BENEFITS

Annual salary of **\$173,279–\$228,058 DOE/DOQ** plus a generous benefits package that includes:

RETIREMENT. California Public Employees' Retirement Systems (CalPERS). Retirement formula based on appointment date and membership status with CalPERS, e.g. 2.7% @ 55 or 2% @ 62 (effective immediately on your first day of employment).

HEALTH INSURANCE. City paid coverage for health, dental, and vision including qualifying dependents, and spouse or domestic partner (effective the 1st of month following the hire date).

VACATION LEAVE. 116 hours the first year, 156 hours years two through five, 176 hours years six through nine, and increasing to 196 hours after 10 years of service.

SICK LEAVE. Eight hours of sick leave per month.

PERSONAL LEAVE. 36 hours of personal leave time off per year.

PAID HOLIDAYS. 11 per year.

ADMINISTRATIVE LEAVE. 12 hours per month.

TECHNOLOGY STIPEND. \$75 per month.

RETIREE HEALTH SAVINGS. \$100 per month RHS contribution paid by the City.

LIFE INSURANCE. Life insurance equal to 2 times your annual salary plus \$20,000 (maximum coverage of \$500,000 and effective immediately on your first day of employment).

401(a) DEFINED CONTRIBUTION PLAN. \$150 monthly employer-paid contribution.

LONG TERM DISABILITY.

66–2/3% of salary, after a 90-day elimination period (effective the 1st of the month following the hire date).

ANNUAL MTA PASS

TUITION REIMBURSEMENT. Tuition will be reimbursed upon approval, at 100% of the fee schedule for the University of California for job-related courses.

OPTIONAL BENEFITS. AFLAC, supplemental life insurance, pre-paid legal services, IRS Section 125 pre-tax flexible spending accounts for medical and dependent care.



How to APPLY

For first consideration, apply by **APRIL 19** at:

WBCP JOB BOARD



SECURE THE DATES. Virtual interviews will be held on **MAY 7**. Finalists will move forward to a round two, in-person interviews on **MAY 14**. Selected candidates must be available for all dates.

Please contact your recruiter, Terri, with any questions: terri@wbcpinc.com
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805.450.8296 direct