

CLASS SPECIFICATION
Human Relations Director

FLSA Status: Exempt
Union Representation: Nonrepresented/All Bureau Directors hired after December 31, 2000 are exempt from Civil Service

GENERAL PURPOSE

This position is responsible for administrative and professional program management work executing the policies and programs of the Office of Human Relations (OHR) and its advising body, the Human Rights Commission. OHR is a city agency created to provide advocacy and coordination of the education, research, and intervention of civil rights and human relations issues.

DISTINGUISHING CHARACTERISTICS

This single incumbent class is responsible for directing, coordinating, planning and overseeing all of the functions and activities of the Office of Human Relations. The incumbent monitors programs and research, provides informational and technical assistance services, and initiates special projects. Work also includes preparation and monitoring of the annual budget; maintaining effective liaison with city government and national and regional human rights organizations; providing leadership for community human rights projects; serving as executive staff to the Office of Human Relations and the Human Rights Commission, and complying with administrative requirements associated with a city bureau. Supervision is exercised over clerical and professional staff. Work is performed with considerable independence based on Commission policies and reviewed by the City Commissioner-in-Charge through conferences and reports, for the effectiveness of the program. The employee in this position shall be appointed by the Mayor, approved by the Human Rights Commission and confirmed by the City Council.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the Office of Human Relations; develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; directs the development of and monitors performance against the budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance

deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.

3. Works closely with the City's elected leadership in setting and carrying out the City's vision, mission and objectives for the bureau; provides leadership and works with staff to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Provides overall management, direction and coordination of the City's external civil rights and human rights programs and community outreach; coordinates the delivery of programs through partnerships with other City bureaus, neighborhoods and community-based organizations; coordinates and directs long-range planning and implementation of bureau policies, contracts and programs.
5. Coordinates the design, management and delivery of services aimed at human rights issues and civil rights issues, projects and concerns; works with the City Attorney's Office to develop and implement City programs and policies consistent with human rights and non-discrimination laws and regulations; develops legal interpretations of community-wide policies.
6. Develops and maintains effective community coalitions and partnerships, and relationships with other City bureaus, neighborhood and community-based organizations, service providers and community members at large; coordinates City efforts to improve intercultural understanding and dialogue, city-wide policy changes that impact civil rights among the community; manages and ensures effectiveness of legal issues involving human rights and civil rights.
7. Effectively communicate through written and oral presentations to small and large community groups.
8. Monitors bureau and program funding and ensures legal compliance with City code and bureau guidelines.
9. Provides expert technical guidance and leadership to City management and elected officials on intercultural, civil rights and human rights issues and City programs; provides leadership, coordination and staffing for city-wide projects.
10. Directs the analysis of proposed legislation and regulations; participates in industry and governmental activities to influence legislation and regulatory change consistent with the City's interests and needs; represents the City with other industry and governmental agencies, professional and community organizations and elected officials.
11. Directs, evaluates and approves analyses and recommendations regarding policy issues and long-range plans to address bureau services and community needs, operational needs, and any legislation that may impact the human and civil rights of area residents; directs the development of and approves

reports (including annual reports) and supporting materials to be presented to the City Council for action; presents staff and Human Rights Commission recommendations in City Council meetings, community meetings, and to key stakeholders and decision makers.

12. Directs and oversees development and implementation of public affairs and community outreach programs and activities; directs and oversees analyses of proposed legislation and regulations; serves as the City's chief social justice and civil rights representative in dealings with elected and appointed officials of other local, state and federal agencies, funding sources, civic and community groups, industry and professional organizations, the media and the public.
13. Represents the bureau to the Commissioner-in-Charge and the City Council.
14. Interprets the provisions of city, county, state and federal laws regarding their impact on the City Human Rights Policies; presents written and oral testimony to City council, state legislative committees and others on relevant issues.
15. Prioritizes program objectives and activities for implementation based on existing City policy, available funding, federal guidelines, public need, and the direction of the City.
16. Directs and participates in the preparation and presentation of public information materials and programs for the general public, public and private agency representatives, and community human rights representatives.
17. Initiates and develops OHR programs and special projects and coordinates the activities of the OHR and the work of committees and citizens.
18. Meets with human rights agency directors, community groups, elected officials, the business community and interested citizens to develop information about community needs; advises groups and individuals as to courses of action and methods of operation, including assisting with the preparation of grant applications.

OTHER DUTIES

1. Represents the City and bureau on various federal, state and local boards, commissions, organizations and task forces as requested.
2. Represents the City as the administrator on civil and human rights issues.
3. Consults, provides technical assistance and conducts site visits for other national human and civil rights programs.
4. Assists as needed on special assignments and projects dealing with City-wide human rights issues.
5. Serves as host or leader for national and international visitors to the City.

6. Serves as an expert advisor on matters of civil rights and human rights.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Theories, principles and practices of effective management, public administration, and strategic planning processes and techniques; including budgeting, purchasing, contracting and maintenance of public records.
2. Social justice, civil and human rights issues that impact City of Portland residents.
3. Social, political and environmental issues influencing civil rights and human rights program development and implementation.
4. Effective interpersonal and group process techniques.
5. Policy analysis and development techniques and methods of formulating and advocating for public policies specific to human rights issues.
6. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
7. Research methods and analysis techniques.
8. Effective grant writing techniques and familiarity with grant funding sources available for civil and human rights projects.
9. City human resources policies and labor contract provisions.

Ability to:

1. Identify and define complex human rights issues, perform difficult and complex analyses and research, evaluate alternatives and develop sound conclusions and recommendations.
2. Plan, organize and direct the implementation of human rights programs.
3. Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.
4. Propose and provide analyses on any human rights legislation.
5. Represent the City effectively on a variety of issues.

6. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
7. Exercise sound, expert independent judgment and political acumen within general policy guidelines.
8. Exercise tact and diplomacy in dealing with highly sensitive, complex and confidential issues and situations with broad effects on City policies and issues.
9. Establish and maintain highly effective working relationships with elected officials, all levels of City management, other governmental officials, community members and community-based organizations and advocacy agencies, service providers, employees, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in sociology, education, public administration, ethnic studies, communication or a closely related field; and at least ten years of experience in the administration of community, educational, or social justice programs, at least five of which were in a supervisory or program management capacity; or an equivalent combination of training and experience. Experience in a public agency is strongly preferred. An advanced graduate degree in an applicable field is desirable.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 02-20-08
June 2009 - Change Job Class number from 7023 to 30000929, due to system change.