



**Human Rights Commission AGENDA**  
**Ad Hoc Committee – City Council Joint Session Agenda Planning**  
**June 11, 2020**  
**Virtual/Electronic Meeting**  
**6:00 pm**

Please take Notice that this virtual meeting of the Human Rights Commission is for the purposes of planning, developing and drafting management and administration documents for the Human Rights Commission. For the purpose of addressing issues during the quarantine, this virtual meeting will be a limited public forum to discuss the agenda items designated under Section 5 below and to ensure the continuity of services provided by the Commission. The Commission Chair may limit public comments or discussion points that are unrelated to agenda items under Section 5 or that pertain to topics outside the scope of this Agenda. Members of the public are limited to three minutes of comment time per person related to the Agenda below. A maximum of sixteen public comment time slots are allotted per meeting. This will be a virtual/electronic meeting open to the public and registration information is available at [www.charlottesville.gov/zoom](http://www.charlottesville.gov/zoom).

**1. WELCOME**

- a. CALL TO ORDER
- b. ROLL CALL
- c. MISSION (recited by all): *Act as a strong advocate to justice and equal opportunity by providing citywide leadership and guidance in the area of civil rights.*

**2. MATTERS BY THE PUBLIC**

- a. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC

**3. WORK SESSION**

**a. Check-ins**

- i. Brief check-ins to re-center our work

**b. Develop HRC/City Council Joint Session Agenda Items & Roles:**

- i. Commission/City Management Relationship
  1. Review role and charter of the commission
  2. Discuss protocol for regular check-ins
  3. Follow up for feedback with both council and management, etc.
- ii. OHR Manager/HRC Director position
  1. Review timeline
  2. Review job description
  3. Understand role of commission in the hiring process, etc.
- iii. Review Policy Priorities/ HRC feedback for Council
  1. Review documents that have been shared with Council

**c. Specifics around OHR Manager/HRC Director position discussion**

- i. Review job descriptions for Office of Human Rights Staff
- ii. Discuss changes/recommendations for Manager/Director position
- iii. Create timeline for hiring

**4. MATTERS BY THE PUBLIC**

- a. PUBLIC COMMENT
- b. COMMISSION RESPONSE TO MATTERS BY THE PUBLIC

**5. NEXT STEPS & ADJOURN**

Individuals with disabilities who require assistance or special arrangements to participate in the public meeting may call the ADA Coordinator at (434) 970-3182 or submit a request via email to [ada@charlottesville.gov](mailto:ada@charlottesville.gov). The City of Charlottesville requests that you provide a 48-hour notice so that proper arrangements may be made.



CITY OF CHARLOTTESVILLE  
 Established Date: May 31, 2013  
 Revision Date: Jul 30, 2015

# Office of Human Rights Manager

Class Code:  
1002

## SALARY RANGE

\$35.32 - \$68.88 Hourly  
 \$2,825.92 - \$5,510.18 Biweekly  
 \$6,122.84 - \$11,938.72 Monthly  
 \$73,474.02 - \$143,264.58 Annually

### GENERAL SUMMARY:

Works at an advanced professional and managerial level in planning, organizing, and coordinating the Human Rights Program within the City Manager's Office. Work includes providing staff support for the Human Rights Commission; coordinating and on occasion conducting investigations into allegations of discrimination on the basis of race, color, sex, religion, national origin, marital status, handicap, or age as prohibited by local ordinance in the areas of private sector employment for employers employing 6 to 14 employees, private education, credit and public accommodations. Assigns and evaluates the work of office staff; provides technical guidance and training. Negotiates with respondents, complainants and their representatives; speaks to various civic, faith and private business groups; and performs special projects as assigned. Primarily and most frequently the work is performed independently, with diverse functional areas and more specialization and ability to train others.

This position reports to the City Manager with day-to-day operational oversight provided by the Assistant City Manager.

### ESSENTIAL RESPONSIBILITIES AND DUTIES:

- Administers and coordinates activities of the Human Rights program.
- Coordinates, assigns, and evaluates the work of office staff.
- Develops partnerships that identify and address issues of discrimination on the basis of race, color, sex religion, national origin, marital status.
- Investigates allegations of discrimination.
- Supervises subordinate personnel.
- Primarily and most frequently the work is performed independently, with diverse functional areas and more specialization and ability to train others.
- Directs and coordinates efforts to investigate, mediate, and reconcile complaints.
- Develops and disseminates human rights literature.
- Provides staff support for the Human Rights Commission:
  - Responds to Human Rights Commission and community inquiries regarding issues, policies, and complaints.
  - Helps to conceptualize, develop, and carry out research projects for the Commission.
  - Provides preliminary data and research for Commission to evaluate feasibility and strategy of possible projects.
  - Works with Commission to develop a strategy when moving forward with a given issue.
- Administers and implements programs including discrimination prevention, education, voluntary compliance and outreach efforts to citizens, and community and business groups.
- Recommends amendments and additions to the Charlottesville Human Rights Ordinance.
- Prepares reports, correspondence and memoranda.

- Coordinates, assigns, and evaluates the work of office staff.
- Assigns and reviews investigations performed by office staff.
- Interprets policy/procedures, and provides technical assistance and guidance to staff and volunteers; recommends alternative solutions to difficult negotiations.
- Trains staff on new or revised policies and procedures.
- Investigates allegations of discrimination.
- Receives and review initial complaints; conducts intake conferences; conducts.
- Prepares and manages the Office's annual budget.
- Researches and designs program evaluation criteria and methods; collects and reports performance measures for the Human Rights Office's programs.
- Performs related tasks as required.

## **EDUCATION, EXPERIENCE AND SKILLS:**

**Education:** Any combination of education and experience equivalent to a bachelor's degree from an accredited college with major work in Public Administration, Personnel Administration, Sociology, Psychology, Law, Law Enforcement or related field. A Law degree is not required but preference will be given to applicants with work experience, training and/or education in the legal field.

**Experience:** Three years' experience in civil/human rights compliance, education, investigation, or administration.

**Skills:** Ability to read and comprehend complex legal materials. Ability to interpret policy/procedures, and provides technical assistance and guidance to staff and volunteers; recommends alternative solutions to difficult negotiations. Ability to supervise the work of others. Assigns and reviews investigations performed by staff. Ability to compose and edit reports, proposals, procedures, policies, recommendations, etc. Ability to develop and disseminates human rights literature. Interpersonal skills to resolve complaints, maintain liaison, and speak in public. Ability to negotiate with involved parties and/or their representatives to resolve complaints; recommends further action. Ability to define problems and collect relevant information to recommend policy solutions. Ability to interpret policy/procedures, and provides technical assistance and guidance to staff and volunteers; recommends alternative solutions to difficult negotiations. Thorough knowledge of federal guidelines and regulations pertaining to human rights issues.

## **ORGANIZATION COMPETENCIES:**

**Interpersonal Effectiveness/Communication:** Reviews documents for professional, technical, and content errors, and may be called on to review and revise more complex documents. Often acts as a formal or informal team leader or project leader. Provides communication support or consultation.

**Service/Support Orientation:** Assists others to find answers to the more difficult and complex questions.

**Forms professional working relationships** with individuals in other departments and organizations to resolve issues. Coaches or trains others to reach positive service and support outcomes. In addition to applying city and agency guidelines, provides consultation to others in more diverse and complex situations.

**Multi-tasking/Problem Solving:** Independently balances multiple complex tasks. Trains, coaches or mentors others to develop skills in multi-tasking and problem solving. Trains, coaches or mentors others to develop project management skills.

**Organization:** Sets and adjusts priorities to accomplish objectives. Advises others in matters of standard or routine technical assistance, interpretation and consultation. Provides professional support to other workers. Assists in resolving schedule conflicts within the team. Assists team members in managing appointments and assignments. Trains, mentors or coaches others in matters of organization skill and knowledge.

**JOB FAMILY COMPETENCIES:**

**Performance Management:** Demonstrates skill and proficiency in integrating the performance management of several functional or operational areas. Manages the performance of others who have responsibility for supervising others, for complex decision-making, and the coordination of various functions and interaction with professional and technical specialists.

**Teamwork and Cooperation:** Brings multiple units or departments together to pool resources in support of goal accomplishment. Creates cross-function teams in a variety of specialized operational and programmatic areas. Builds and implements the framework for team accountability and performance in multiple functional areas to reduce the negative impact of functional barriers imposed by hierarchical structure and department boundaries. Explores best practices of how the work of teams and units within the department or division can contribute to the goals and objectives of city government.

**Coordination, Planning, and Decision-Making:** Uses a wider variety of inter- and intra-departmental resources to address problems and to carry-out decisions. Uses integrated project management to coordinate several different complex projects and deploys work break-down structures for identifying work, assigning resources, and estimating. Evaluates performance metrics, process design, and output of several differing functional areas to determine needed improvements and creates plans to meet identified needs. Applies systematic multi-factor analysis, trend analysis, and other forms of data analysis and assessment to a diversity of operations and programs for the purpose of planning and managing resources.

**Technical and Content Knowledge:** Serves as a subject matter expert or resource person in specialty areas of services, operations or programs, policy, finances, planning, or other areas of professional or administrative expertise. Demonstrates understanding of the purpose, processes, procedures, methods, technologies, tools, equipment, terminology, standards, performance measures, and outcomes of work teams, units, and specialty areas of multiple functional areas and units.

**PHYSICAL CONDITIONS & WORK CONTACTS:**

Standard work environment.

FLSA Status: Exempt



CITY OF CHARLOTTESVILLE  
 Established Date: Oct 22, 2013  
 Revision Date: Oct 22, 2013

# Community Outreach Specialist

Class Code:  
1003

## SALARY RANGE

\$18.85 - \$33.00 Hourly  
 \$1,508.38 - \$2,640.08 Biweekly  
 \$3,268.16 - \$5,720.18 Monthly  
 \$39,217.92 - \$68,642.20 Annually

### GENERAL SUMMARY:

The Community Outreach Specialist is primarily responsible for conducting outreach efforts to engage community members in an open, honest and productive dialogue regarding issues of equity and opportunity. This position assists in the development, implementation, and measuring impact of the Office of Human Rights' comprehensive work plan; coordinates educational and informational programs; creates promotional materials; does related work as required.

Primarily and most frequently the work done here is under general supervision, with related functional areas and mores advanced applications. This position reports to the Manager of the Office of Human Rights. Work schedule may vary, with some evening and weekend hours required.

### ESSENTIAL RESPONSIBILITIES AND DUTIES:

Assists the department Manager with developing and implementing a comprehensive plan in the area of community outreach on human rights issues, and designing and carrying out appropriate mechanisms to quantify the results of the plan;

As needed, assists with the receipt and investigation of complaints under the City's Human Rights Ordinance, in conformance with established departmental rules and procedures;

Proactively liaises with groups and individuals in the City's traditionally underserved populations, to help foster trust in and understanding of the work of the Human Rights Office;

Identifies, through community outreach efforts, group and individual concerns regarding diversity, inclusion, and equity issues and accurately and faithfully conveys the information gathered to the department Manager;

Develops and prepares accurate and comprehensive written educational material appropriate to a range of target audiences;

Plans, coordinates and monitors community outreach events, mindful of departmental budget restraints;

Attends relevant meetings and works with community groups and individuals to promote the work of the Office of Human Rights, especially among community stakeholders;

Liaises with other City departments where appropriate to help promote the goals of the Office of Human Rights and the City of Charlottesville to become a city of mutual respect where diversity is embraced;

Assists the department Manager with developing and maintaining accurate, positive, and up-to-date information on the Office of Human Rights website and designs and implements internet material for the public's use and information;

Researches, identifies and creates a bank of appropriate experts in relevant subject areas, including group facilitation, diversity and inclusion, equity and reconciliation;

Performs as Office of Human Rights representative at community events, and answers questions and inquiries accurately and in a way that advances the goals and directives of the Office of Human Rights;

Works evening and weekend hours as needed.

Performs other related tasks as required.

### **EDUCATION, EXPERIENCE AND SKILLS:**

**Education:** Any combination of education and experience equivalent to graduation from an accredited college or university with major work in human services, counseling, or related fields.

**Experience:** Minimum one year experience human rights, diversity and inclusion, social justice and/or equity. Intermediate level working knowledge of Microsoft Word, Excel, and Publisher required.

#### **Skills:**

Community outreach, training and education experience required;

Some investigative experience highly desired, or a demonstrated willingness and ability to be trained in confidential, accurate fact-finding procedures;

Ability to maintain strict confidentiality with respect to information received from the public regarding discrimination complaints;

Ability to engage in respectful and sometimes difficult conversations with members of the community, and ability to exercise judgment when to refer concerns or inquiries to department Manager for handling;

Ability to plan and coordinate special events, both department driven and community driven;

Ability to respond in a timely manner to supervisory and community requests for information;

Ability to create promotional materials of professional quality in a timely manner; ability to work with a variety of individuals and groups to promote the Office of Human Rights and the Human Rights Commission;

Ability to accurately and professionally represent the policies and procedures of the Office of Human Rights in a positive manner in a variety of settings, both public and private;

Experience creating and presenting educational materials to a broad range of audiences;

Ability to function effectively and sensitively within the context of various cultural beliefs, behaviors, and needs presented by the community;

Ability to investigate, research, analyze, measure and interpret information or data;

Excellent oral and written communication skills;

Strong interpersonal skills, with an emphasis on listening and asking the right questions to glean information vital to the department's ability to carry out its community outreach function;

Familiarity with and understanding of the historical context of race relations specific to the Charlottesville community is highly desired;

### **ORGANIZATION COMPETENCIES:**

**Interpersonal Effectiveness/Communication:** Provides information and guidance that assists others in making decisions; explains issues and/or concepts with clarity and confidence. Composes documents and reports that analyze, synthesize and convey complex information accurately and professionally. Listens to the ideas of others and applies them on the job, as appropriate and is able to suggest communication process improvements. Balances individual and group needs.

**Service/Support Orientation:** Responds to underlying service and support concerns and issues. Demonstrates an in-depth understanding of others' needs and responds appropriately. In addition to city and agency guidelines, exercises good judgment in responding to others in unique and difficult

situations.

Multi-tasking/Problem Solving: Balances multiple, complex tasks and completes them under general supervision.. Gathers data using advanced measurement and analytical methods.

Organization: Sets priorities within agency and program guidelines. Uses more difficult project management methods. Organizes relates sets of responsibilities that require multiple steps for completion. Resolves own schedule conflicts. Manages appointment and assignment scheduling responsibly.

### **JOB FAMILY COMPETENCIES:**

Uses information technology effectively: Proficient in more advanced software applications, complex data bases and design packages. Demonstrates user level skill in specialized software applications beyond basic software packages.

Functional problem solving and decision making: Demonstrates ability to apply intermediate level techniques for statistical research, assessment and analysis and evaluation. Helps others with techniques for investigating problems/issues and developing solutions.

Plans and organizes work assignments, workflow and schedules for operations, services, programs and functions efficiently and effectively: Thoroughly understands operational planning matters such as resource allocation, activity planning, routing, and scheduling and can solve related problems under general supervision. Participates as member of project teams and task forces. Is reliable in helping others resolve routine problems planning and organization.

Applies knowledge of and skills in day-to-day administrative and service support: Takes independent remedial action to correct problems. Knows special requirements of such things as work orders, specifications, contracts, regulations, standards, codes and compliance issues and completes routine work in these areas independently. Serves as resource to other support service personnel. Participates with professionals, project team leaders and managers in preparing performance and productivity reports. Participates as member of project teams for developing program and service management plans and strategies. Understands the overall program/unit/departmental operations or service output and productivity goals and measures. Explains measurement, tracking, and reporting methods so that others can carry them out correctly.

Possesses subject matter knowledge and expertise in functional/professional area: Identifies errors, omissions and non-compliance in other's work and takes remedial action to correct. Explains methods and procedures so that others can carry them out correctly. Reliable to take a lead role in various areas. Demonstrates advanced knowledge of the content, subject matter, resources and processes. Shows the ability to perform work in a greater variety of areas.

### **PHYSICAL CONDITIONS & WORK CONTACTS:**

Work occurs in an office setting, meetings and collaboration in community agencies and various settings requiring skill and tact in dealing with sensitive, controversial and/or confidential material.

FLSA Status: Non-Exempt