



## JOB DESCRIPTION

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<b>JOB TITLE:</b>	Human Services Division Manager	<b>FLSA:</b>	Exempt
<b>DEPARTMENT:</b>	Human Services	<b>GRADE:</b>	M2
<b>REPORTS TO:</b>	Human Services Director	<b>DATE:</b>	10/06/2016

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### **SUMMARY OF JOB PURPOSE:**

Responsible for managing, coordinating and directing implementation and oversight of a Human Services Division, its programs and staff.

### **ESSENTIAL FUNCTIONS:**

*This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.*

- Manages and directs the daily activities of assigned staff; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities.
- Directs the recruitment and selection of staff; undertakes disciplinary action as required; conducts performance evaluations; facilitates appropriate scheduling of staff to ensure adequate operational coverage.
- Recommends selection of staff; trains staff and provides for their professional development; administers disciplinary action as required.
- Develops and implements goals, objectives, policies, procedures and work standards for the division; prepares and administers the division's budget.
- Manages grants; ensures that grant specifications are adhered to; applies for grant renewals/applications; monitors and tracks grant required details, as specified with the use of mandatory reporting systems; monitors, authorizes, and tracks grant expenditures and balances; communicates with grantors as needed to schedule trainings or to clarify grant details.
- Coordinates activities with other departments, agencies and organizations.
- Surveys the community and the potential client service base; determines service needs; develops, reviews and implements potential new programs; publicizes programs throughout the community.
- Conducts quality assurance of service delivery system; implements changes as required for maximum effectiveness.
- Contributes to the efficiency and effectiveness of the division's service to its customers by offering suggestions and directing or participating as an active member of a team.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.



## HUMAN SERVICES DIVISION MANAGER

### QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### Education and Experience:

Bachelor's degree in human services, social work, psychology, or a related field; AND four (4) years of professional experience in human services operations, two (2) years of which were in a supervisory role; OR an equivalent combination of education, training and experience.

### Required Knowledge and Skills

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation.
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Principles and practices of budget development and administration.
- Principles, practices and techniques of human services program development, provision and evaluation.
- Rules, regulations and procedures related to the program areas to which assigned.
- Crisis intervention and counseling techniques.
- Community resources and programs available to clients with identified needs.
- Computer applications related to the work.
- Record keeping principles and practices.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be strained.
- Principles and techniques of preparing effective written materials.

Skill in:

- Supervising programs, projects and staff.
- Training others in policies and procedures related to the work and providing for their professional development.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Developing and administering the division's budget.

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This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



## HUMAN SERVICES DIVISION MANAGER

Skill in: (continued)

- Interpreting, applying and explaining complex laws, codes, regulations and procedures.
- Using initiative and independent judgment within established policy guidelines.
- Preparing clear and concise reports, correspondence and other written materials.
- Making effective oral presentations to large and small groups.
- Setting priorities, coordinating multiple activities and meeting critical deadlines; reading and interpreting plans, specifications and contracts.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Contributing effectively to the accomplishment of team or division goals, objectives and activities.

### **REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:**

*Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.*

- Nevada Driver's License.

### **PHYSICAL DEMANDS & WORKING ENVIRONMENT:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and computer screens; hearing and speech to communicate in person or over the telephone.

Work is subject to exposure to traffic conditions and external environment when traveling from one office to another.