



## JOB DESCRIPTION

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<b>JOB TITLE:</b>	Human Services Director	<b>FLSA:</b>	Exempt
<b>DEPARTMENT:</b>	Human Services	<b>GRADE:</b>	D2
<b>REPORTS TO:</b>	County Manager	<b>DATE:</b>	10/06/2016

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

Responsible for planning, organizing and directing all activities and staff related to the County's comprehensive program of direct, referral and advocacy services for residents requiring human services; provides expert professional assistance to County management staff ; participates in conversations to improve the local and state human services system.

### **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 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.
- Directs the selection of staff; trains staff and provides for their professional development; administers discipline as required.
- Develops and implements goals, objectives, policies, procedures and work standards for the department; prepares and administers the department's budget.
- Confers with County management regarding major departmental activities or problems; confers and coordinates departmental activities with service providers in various public and private organizations to ensure that resources are appropriately utilized and that all clients receive the most effective provision of service; attends community meetings to provide information regarding departmental services and receive information regarding community and client needs.
- Serves as the County representative to various community and government organizations; recruits, trains, convenes, and leads County Human Services Advisory Board.
- Represents the County and the community in local and state-wide forums; makes presentations before the legislature and federal representatives.
- Reviews the most complex or sensitive cases or complaints; may preside at hearings or investigate as appropriate; makes determinations and resolves problems or complaints.
- Prepares and presents budgets and grant applications; implements, monitors, and manages approved budgets and grants.
- Directs the conduct of analytical studies; develops and reviews reports of findings, alternatives and recommendations; directs the maintenance of accurate records and files.

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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 DIRECTOR

### **ESSENTIAL FUNCTIONS: (continued)**

- Prepares and directs the preparation of a variety of written correspondence, reports, procedures and other written materials.
- Monitors and interprets changes in ordinances and regulations, funding source availability and requirements and other developments affecting the social service program; recommends and implements policy and procedural changes to meet changes and requirements.
- 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.

### **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, sociology, or a related field; AND five (5) years of human services operations experience at a management level; 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.
- County, state, and federal laws, statutes, ordinances related to human services programs and activities.
- Principles and practices of human services program development and service delivery.
- Principles and practices of case management.
- Socioeconomic, cultural and community factors related to the provision of human services.
- Funding sources and their requirements for human service programs.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and the management of employees through multiple levels of supervision.
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Principles and practices of budget and grant development and administration.
- Communicating effectively in oral and written forms.
- Record management principles and practices.

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## HUMAN SERVICES DIRECTOR

Knowledge of: (continued)

- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, often in situations which may be stressful.

Skill in:

- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Training others in policies and procedures related to the work.
- Developing and implementing goals, objectives, procedures and work standards.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Planning, organizing and administering comprehensive human services community programs.
- Interpreting, applying and explaining complex federal, state and local laws related to the areas of responsibility.
- Preparing clear and concise reports, correspondence and other written materials.
- Using tact, discretion and prudence in dealing with those contacted in the course of the work.
- Making effective oral presentations to large and small groups.
- Using initiative and independent judgment within general policy guidelines.
- 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 typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone.