



## CLASS SPECIFICATION

Class Code: 9316  
Date Est: 07/1980  
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Last Title Chg: 08/2018  
FLSA: exempt

### DIRECTOR OF HUMAN SERVICES

#### **DEFINITION**

Under administrative direction, administers the Washoe County Human Services Agency including the development and administration of social services programs; represents the department on a variety of matters at the state and County level; and performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

A bachelor's degree from an accredited college or university in social work, public administration, psychology, education, or other closely related field AND six years of full-time senior level management experience in the delivery of social services programs. Experience must have included program planning, evaluation and significant supervision of subordinate staff; OR an equivalent combination of formal education and related experience may be considered. Possession of an advanced degree in an appropriate field is desired.

#### **LICENSE OR CERTIFICATE**

License to practice Social Work in the State of Nevada is desired.

#### **SUPERVISION EXERCISED**

Exercises direct and indirect supervision over all divisions of the Human Services Agency.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Direct and administer department programs such as Health Care Assistance, Child Protective Services, Child Care Services, Foster Home Recruitment, Nursing Home, Adult Group Care, Burial, Supportive Housing, Homeless Services, Senior Services and other Social Services programs.

Develop guidelines and standards for use in the administration of County social service programs maintaining compliance with federal and state statutes and County ordinances.

Oversee the assessment of community needs and the development of programs to meet those needs.

Develop, prepare, and administer the department budget, seeking alternative funding sources; prepare budget recommendations and monitor expenditure control during the fiscal year; justify and approve expenditures for purchasing and staff travel to various meetings, seminars, training, and conferences, including approval of purchase orders and requisitions.

Direct the conduct of analytical studies, development and review of reports of findings and alternatives, and the maintenance of accurate records and files.

Provide interpretations of social welfare programs and federal, state and County rules and regulations for the County Commissioners, clients and the public.

Develop department goals and objectives.

Develop and enforce department operating policies and procedures, regulations and rules

Review and present a comprehensive annual planning report prepared by department staff.

Select, direct and supervise division directors, administrative staff and other departmental employees in accordance with County personnel rules.

Develop new resources and partnerships, collaborating with state, County and non-profit organizations.

Serve on committees concerned with human services issues: serve as an advocate for children, families and the poor.

Perform as a County advocate on human services issues, preparing and presenting testimony to State legislative committees, city councils, the Board of County Commissioners and federal representatives.

Plan, direct, coordinate and monitor special projects, such as construction of emergency shelters and development of new funding sources.

Evaluate operational performance, review work methods and procedures, and develop and implement changes in work processes which enhance efficiency; evaluate program activity reports and the status of program workloads, assessing program accomplishments and needs.

Supervise staff in establishing, reviewing, revising and confirming appropriate internal controls for Social Services programs and functions.

Effectively represent the department before professional, industrial and civic groups, explaining policies and goals to public, elected officials and other governmental agencies.

Negotiate service agreements and contracts with other government agencies, community organizations and service providers.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

#### **Knowledge of:**

Departmental/division policies and procedures.

Countywide personnel policies.

County policies and procedures pertaining to Budget, Comptroller, Treasurer, Purchasing and Community Services.

Computer software specific to the department/division.

Community resources and other social and health agencies and functions as related to departmental programs.

Administration and oversight of cost allocation and budgeting for federal, state and local funding.

#### **Ability to:**

Develop effective work teams and motivate individuals to meet goals and objectives.

Interpret, apply and explain complex federal, state and local laws related to areas of responsibility.

Plan, organize and administer a comprehensive social service delivery program(s).

Implement work methods and procedures that promote a safe working environment and ensure proper staff training in work safety.

**Entry Level** (*Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.*)

**Knowledge of:**

Principles and practices of management and supervision.

Socioeconomic, cultural and community factors related to the provision of social services.

Funding sources and their requirements for social service programs.

Principles of budget preparation and generally accepted fiscal accounting.

Federal and state laws and local ordinances pertaining to welfare administration.

Legal basis for public welfare.

Effective casework practices and their application to service delivery.

**Ability to:**

Develop, organize, analyze and interpret statistical data.

Interpret, understand and apply technical reports, statutes, rules and regulations.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency.

Supervise personnel including training, assigning and reviewing work, coaching and development, administering discipline and conducting performance evaluations.

Develop and implement recommendations regarding work procedures and cost effective services.

Develop and administer budgets and monitor expenditures.

Analyze facts and make sound decisions.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Communicate effectively, both orally and in writing.

Maintain cooperative working relationships with division staff, the public, and representatives of other departments.

**SPECIAL REQUIREMENTS** (*Essential duties require the following physical skills and work environment.*)

Ability to sit for extended periods. Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, copiers, and telephones.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*