



CLASS SPECIFICATION

Class Code: 17725
Date Est: 07/2014
Last Rev: 08/2018
Last Title Chg: 08/2018
FLSA: exempt
Probation: 12 months

DIVISION DIRECTOR – HUMAN SERVICES

DEFINITION

Under administrative direction, is responsible and accountable for the programs of a major service division of the Human Services Agency; 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, business administration, psychology or closely related field AND five years of full-time management and leadership experience administering a social services program with multiple functions; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

Possession of a valid driver's license required at time of appointment.

SUPERVISION EXERCISED

This is a senior management position, exercising direct and indirect supervision over divisions made up of professional, paraprofessional and support staff.

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

Contribute to, and participate in, various committees surrounding Washoe County strategic planning goals, objectives, long term and annual plans and operating models for the department by participating in the development and implementation of organizational strategy and the creation of an organizational culture designed to support the delivery of a wide range of high quality and mandated services to the community.

Contribute to the optimal management of the assigned area to achieve its strategies and objectives by participating in developing and administering the annual budget, developing projections for staffing, materials and service requirements and recommending and justifying staff, equipment, services and service levels.

Contribute to the development and implementation of inter-divisional programs, services and protocols, and the allocation of the optimal resources to such programs and services engaging in organization-wide priority setting to maximize the department's effectiveness.

Plan, organize, manage and direct functions, programs and activities across the department.

Analyze data and monitor and evaluate the effectiveness of programs; implement appropriate programmatic changes.

Develop budgets, approve and monitor expenditures; negotiate and present contracts and recommendations to the County Commissioners; administer contracts with service providers including monitoring provider performance and compliance with contract requirements.

Interpret laws, rules and regulations regarding social service programs for the County Commissioners, the State Legislature, clients, the general public and community organizations.

Establish program priorities and develop policy recommendations; implement new policies and procedures to maintain compliance with changes in laws and meet community needs.

Monitor proposed legislation, laws and regulations pertaining to social service programs, developing opinions and positions on proposed legislation.

Represent the department with committees, boards, community meetings and at legislative and public hearings to include developing and making presentations.

Review appeals and complaints from department clients.

Work with department staff, community organizations and government agencies to enhance program effectiveness.

Supervise the activities and performance of assigned staff including training, work assignment and review, coaching and development, employee discipline and performance evaluation.

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 services and programs.

Departmental and countywide policies and procedures including budget, personnel and management policies, as well as relevant policies and procedures of other county departments.

Principles and practices of management and supervision including program planning, implementation and administration.

Principles of budget preparation and fiscal management.

Provisions of applicable collective bargaining agreements.

Legal procedures, practices and requirements related to children, adults and other social service programs.

Legislative processes.

Federal, state, county and local laws, codes and regulations pertaining to public welfare programs.

Community needs and problems related to social service programs; community resources and service providers.

Computer software specific to the work of the department/division.

Ability to:

Plan, coordinate and direct the operations across the department to accomplish established goals and objectives and optimize efficiency.

Evaluate operational problems or situations; develop sound conclusions; make effective decisions and/or recommendations.

Analyze information, project consequences of proposed actions and develop appropriate recommendations.

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

Apply legal principles of social welfare to program administration and development.

Develop budgets and track expenditures.

Resolve complex personnel, fiscal and program issues.

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

Make presentations and represent the department in various public forums such as County Commission meetings.

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

Knowledge of:

Social work principles and practices.

Principles and techniques of organization, management and administration.

Principles, policies, procedures and practices of the assigned social service program area(s).

State and federal laws and regulations of assigned social service program area.

Social, psychological and economic factors affecting families; socio-economic conditions and trends.

Budgeting and financial management processes and practices.

Casework practices and service delivery.

Ability to:

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

Identify problems, develop solutions and make decisions.

Interpret and apply regulations, policies and procedures.

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

Make written and oral presentations to management, staff, advisory boards, other governmental agencies, non-profit entities and external auditors.

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

Communicate effectively, both orally and in writing.

Establish and maintain effective and collaborative working relationships with other agencies, community representatives, vendors, clients, childcare providers, parents, media, division staff 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, telephone and FAX machine.

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