

LINCOLN COUNTY DEPARTMENT OF HUMAN SERVICES
JOB DESCRIPTION
Director of Human Services

Position Title: Director of Human Services

Date Approved: April 29, 2021

Date Revised: April 29, 2021

Position Summary:

This position is responsible for professional administrative management of the Department of Human Services including planning, organizing, directing, coordinating, and controlling the development and delivery of comprehensive social service programs. Has primary responsibility for ensuring overall compliance with established State, Federal, and County operating guidelines and regulations.

Reports To: Board of County Commissioners as they sit as the Board of Social Services

Experience and Qualifications:

- 1) Bachelor's/Master's Degree in:
 - a) Business
 - b) Public Administration
 - c) Psychology
 - d) Sociology
 - e) A closely related field with a minimum of five years' experience in management in the public sector, social services or education.
 - f) Any combination of education, training, and experience which provides a comparable level of knowledge, skills, and abilities.

- 2) Extensive Knowledge of:
 - a) Management , Principles and Procedures
 - b) General Administration Practices and Procedures
 - c) Social Service Systems and Fundamentals
 - d) Psychology
 - e) Customer Service
 - f) Fiscal Management and Accounting Administration, including:
 - i) General Accounting Practices
 - ii) Budget Creation and Management
 - iii) Audit Management
 - iv) Grant Administration
 - v) Policy Development and Compliance

Competency/Skill Requirements:

- 1) Ability to communicate effectively using both verbal and written communication skills.
- 2) Ability to maintain a high level of day-to-day communications and contact with internal and external partners, legislators, clients, constituents, and colleagues.
- 3) Ability to be flexible to new situations encountered on a daily basis and ability to learn new duties quickly.
- 4) Ability to manage various tasks and duties simultaneously.
- 5) Ability to use common office machines and software, including Microsoft Office Suite, and ability to utilize the current accounting system.
- 6) Ability to work within current State case management systems.
- 7) Functional knowledge of financial processes including budgeting, expense control and financial auditing.

General Duties:

- 1) Operational Management
- 2) Programs Administration
- 3) Budget Administration
- 4) Audit Management
- 5) Policy Management
- 6) Human Resource Oversight and Collaboration

Key Responsibilities and Duties:

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of this job at any time.

Duties may include, but are not limited to, the following:

- 1) Directs, leads and supports program and services planning, implementation, and supervision involving the delivery of social services.
- 2) Researches, identifies, and optimizes program reimbursement rules and funding opportunities to maximize financial availability and fiscal impact to meet the County's needs and program objectives.
- 3) Serves as advisor to the Board of County Commissioners sitting as the Board of Social Services regarding program activities, legislation, and policy recommendations.
- 4) Directs and oversees management of agency budget including both revenues and expenditures, and monitors and ensures compliance with State and Federal regulations.
- 5) Interprets and applies regulations, program rules, and agency policy in the provision of social services.
- 6) Oversees and directs department personnel, organizes department structure, and provides or arranges for job specific training to ensure effective completion of organizational objectives.
- 7) Approves and monitors client services and programs and assures consistency with local, state, and federal contracts, law, guidelines and regulations.
- 8) Serves as a liaison and representative for the County on various boards and committees as requested and assigned.
- 9) Directs and ensures effective public communication on available programs and services as well as with public and client complaints and grievances.
- 10) Monitors and provides reports and recommendations on legislative and policy updates to the Board of Social Services as well as internal and external partners.
- 11) Responsible for records maintenance and storage in compliance with all applicable policies and regulations.
- 12) Serves as the Department Security Administrator.
- 13) Maintains a constructive working relationship with all employees at all levels and the Board of Social Services.
- 14) Coordinates and oversees completion of special projects as needed.
- 15) Organizes and leads regularly scheduled Departmental Staff Meetings.
- 16) Develops and conducts consistent Supervisor Meetings.
- 17) Monitor employee performance on a regular basis and develop plans for improvement when needed.
- 18) Attends and participates in County and State Trainings as required.
- 19) In conjunction with the County Administration:
 - a) Advises the Board of Social Services on employee relations and on disciplining and termination procedures.
 - b) Ensures compliance with all applicable federal, state, and local human resources laws and regularly monitors developments and changes to those laws.

- c) Works with external consultants and legal counsel to comply with applicable human resource laws and best practices.

Working Environment:

Normally, work is performed in a typical office setting with appropriate climate controls. Periodic travel may be required to fulfill functions of the job. Elements of hazard uncertainty exist in the normal course of performing duties associated with completion of job duties.

Position Physical Demands:

Tasks require a variety of physical activities, occasionally involving muscular strain related to walking, standing, stooping, bending, climbing, kneeling, sitting, and reaching. Hearing, talking and seeing are essential to successful completion of typical duties. Common eye, hand, finger dexterity is required. Mental application utilizes memory for details, complex instructions, emotional stability, creative problem solving. Limited lifting in the office of files and supplies not to exceed 40 pounds.

Safety Use of Equipment:

Proper use of all equipment in and out of the office and department vehicles.

Supervision Responsibilities: No Yes

Nature of Supervision:

The Director is responsible for oversight of all Human Services Staff.

Equal Opportunity:

Lincoln County is an Equal Opportunity Employer and ensures equal employment opportunities are provided in the administration of all personnel practices such as recruitment, appointments, promotions, discipline, retention, training and other benefits, terms and conditions of employment in a manner which does not discriminate on the basis of race, color, religion, sex, gender identity, national origin, age, disability, political affiliation or belief, veteran status, or any other non-merit factor. In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities.

LINCOLN COUNTY DEPARTMENT OF HUMAN SERVICES
WORKING CONDITIONS
Director

JOB TITLE: Director

SUPERVISOR: Board of County Commissioners

WORKING CONDITIONS:

In a typical day, this job involves the activities listed below. The frequency of performance of each activity is indicated by the placement of a check mark (x) in the appropriate column.

R = rarely (less than 0.5 hours per day)
O = occasionally (0.5 to 2.5 hours per day)
F = frequently (2.5 to 5.5 hours per day)
C = continually (5.5 to 8 hours per day)
NA = not applicable

PHYSICAL ACTIVITIES	R	O	F	C	NA	Describe any job duty which requires repetition or a unique application of activity
Sitting				X		
Stationary Standing		X				
Walking		X				
Ability to be mobile				X		
Crouching (bend at knee)		X				
Kneeling/Crawling		X				
Stooping		X				
Twisting (knees/waist/neck)		X				
Turning/Pivoting		X				
Climbing		X				
Balancing		X				
Reaching overhead		X				
Reaching extension			X			
Grasping			X			
Pinching			X			
Pushing/Pulling		X				
Minimum weight to lift		X				
Maximum weight to lift		X				
Carrying		X				
Other physical activities (list)						
SENSORY ACTIVITIES	R	O	F	C	NA	
Talking in person			X			
Talking on telephone			X			
Hearing in person			X			
Hearing over telephone			X			
Vision for close work			X			
Other sensory requirements (list)						

**LINCOLN COUNTY DEPARTMENT OF HUMAN SERVICES
WORKING CONDITIONS CONTINUED:**

ENVIRONMENT FACTORS	SPECIFY
Safety requirements (clothing, required safety equipment, activities performed).	No special safety requirements.
Exposures (fumes, chemical, vibrations, humidity, cold, heat, dust).	Exposure to outside temperatures occasionally when accompanying home visits. May have limited exposure to environmental hazards in homes such as, dust, mold, chemicals used for drugs, smoke, etc.
Operation of equipment, vehicles, tools.	Computer, printers, calculator, copier, paper shredder, fax machine, scanners, department vehicles.
Required hygiene standards (food handling, clean contaminated, sterile equipment).	No unique hygiene standards.
Other environmental factors.	

All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This working condition description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor. Employees will be required to perform any other job related instructions given by their supervisor, subject to reasonable accommodations.
