

CHEYENNE COUNTY

POSITION TITLE: Director of Human Services
DATE: March 1, 2019
RESPONSIBLE TO: Board of County Commissioners

SUMMARY OF POSITION:

This is an administrative position that requires supervision of the overall functions of the office and its staff. The duties listed are representative of this position, but do not necessarily include all duties that an individual in this position may be properly called upon to perform.

ESSENTIAL JOB FUNCTIONS:

Director is given the authority to direct, coordinate, enhance and evaluate the job performance of staff hired to provide direct or supportive services to agency clients.

Director is accountable for the quantity and quality of the work produced by the department's staff.

Director performs administrative, supportive and educational functions in the context of a positive relationship that fosters personal and professional growth, commitment and productivity.

Director assigns staff space, desks and equipment, sets expectations, conveys agency policy, schedules meetings, tracks attendance and directs work assignments of department. Performance monitoring and evaluations are critical functions. This administrative role ensures adequate coverage, smooth workflow and accountability. Critical functions includes planning, transmission of policy and procedures, establishing a performance plan, monitoring and evaluating performance, implementing corrective action, communication, conducting meetings, delegating, orientation to agency values, conflict resolution and managing liability.

It is the responsibility of the Director to insure that services are delivered to eligible clients in a timely manner in accordance with Federal, State and local agency rules and procedures.

The Director position may perform special projects and research reports as required, and position may need to use a vehicle to perform one or more essential functions.

JOB REQUIREMENTS:

Director must be able to develop a plan for the department to include staff issues, resources, training needs, budgeting issues and needs of the department. Develops an annual budget, monitors expenditures, operates the department within the authorized budget appropriations or requests budgetary amendments. Ability to develop, implement and monitor performance plans for the department and its staff. Must be able to develop and implement corrective actions when needed. Director must have extremely high verbal, written and communication skills and be able to delegate responsibilities to the appropriate staff and monitor progress.

Must be able to manage conflict in all areas of job performance and staff issues.

Director must operate in a professional and ethical manner.

Must be able to develop and create an environment with honesty, trust and respect, foster independence and autonomy, support staff goals, motivate staff, encourage cooperation and lead by example.

Must have a working knowledge of programs and services offered by the agency. Director must be able to learn rules and regulations for all program areas in order to supervise program staff.

Director must have a thorough knowledge and experience of the theories, principles and concepts of social casework practice and adult protection rules, regulations and procedures. If Director is casework supervisor certified, then Director supervises child welfare caseworker(s), reviews case management for compliance, methods, general conclusions, results and accuracy.

OTHER RESPONSIBILITIES:

Perform other job-related duties as required subject to policy determination of the Board of County Commissioners.

DIFFICULTY OF WORK:

Work requires the ability to perform under extreme pressures and time constraints at times. Flexibility in job performance is critical. Director must be able to handle possible hostile clients, staff and community members at large. Must be able to understand and explain to clients, community and Board of Human Services any and all decisions made by staff in regards to eligibility and benefits. Job requires the ability to stay objective in all areas of service delivery and office operations. Job requires attending meetings with County and outside of County.

QUALIFICATIONS, EDUCATION, TRAINING AND EXPERIENCE LEVEL:

Education: Bachelor's degree with a major in one of the human behavioral sciences field from an accredited institution.

Experience: Three years of full time work experience in the human services agency, or similar and three years managing a program or service. Casework experience preferred.

Substitutions: A combination of education, training and experience which provides the knowledge, skills and abilities to perform the functions required for the job.

LICENSES AND CERTIFICATIONS:

- Valid driver's license
- Certification in Social Casework and/or Social Casework Supervision (if certified in any)

TECHNICAL SKILLS:

- Ability to use computers & software systems
- Ability to use telephones, fax machines and copy machines
- Availability for emergency call-in
- Willing and able to follow directions and adhere to policy
- Ability to work with other staff, independently and efficiently
- Professionalism and confidentiality
- Ability to read and interpret documents
- Good communication skills, both oral and written
- Ability to multitask and be flexible
- Ability to follow verbal and written instructions
- Organized work, setting priorities and follow-up on assignments
- Define problems, collect data, establish facts, draw valid conclusions and implement appropriate solutions

WORKING ENVIRONMENT AND MENTAL/PHYSICAL REQUIREMENTS:

Work is mostly completed in a small office building shared with other staff members and department. Normal office noises/distractions possible. Travel to and from meetings and trainings that could involve unexpected weather conditions.

