



Director, Human Services
Reports to: Mayor, or designee

The Human Services Director leads the Human Services Department staff in planning, administering and managing various programs and activities, as well as planning, developing, and implementing policies and procedures. The Director ensures successful administration of comprehensive human services programs, primarily for Seniors (i.e. Nutrition, Transportation, Healthy Aging); manages grants, compliance, and reporting; prepares and reviews studies, reports, and prepares and manages the annual budget. The Director consults with City staff, officials, citizens, and community organizations to further the City's objectives, policies, services, and needs; and recommends changes in policy, procedure, and program development and implementation. The incumbent works under the general direction of the Mayor.

ESSENTIAL FUNCTIONS:

- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Attends meetings, presents information, collaborates as needed;
- Investigates and implements a wide range of social service programs benefiting residents;
- Interprets policy and provides staff direction on policy and procedures;
- Follows research, procedural updates and studies, implementing changes as needed;
- Manages and directs the work of staff;
- Prepares and administers department budget, as well as for functions, programs, and events;
- Administers, provides recordkeeping and manages compliance with grant programs, partner agencies and resources;
- Consults with other staff, citizens, community groups, commissions, and councils to explain the City's objectives, policies, services, and needs as it relates to serving the community;
- Develops and maintains effective interagency working relationships with government officials at the municipal, county, and state, as well as with business, private agencies, and community leaders;
- Work schedules may vary, in order to perform assigned job duties, and may include weekends, evenings, early morning hours, and holidays as required.
- Other duties as assigned.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of public and social service administration.
- Principles and practices of food service, hygiene and safety.
- Principles and practices of social service program planning.
- Principles and practices of personnel and budget management.
- Funding administration, grant and resources administration.
- Community groups and organizations involved in providing community and senior services.
- Federal, state, and local laws, ordinances, rules, and regulations related to social service programs.

Ability to:

- Perform a broad range of administrative and management responsibilities.
- Comprehend and make inferences from material written in the English language.

- Communicate orally in the English language with customers, clients, agencies, and the public using a telephone, and in group and face-to-face, one-on-one settings.
- Work cooperatively with other employees, clients, and the public.
- Observe, compare, or monitor data to determine compliance with prescribed operating standards, program regulations, or contractual requirements.
- Review or check the work products of others to ensure conformance to standards.
- Produce documents written in the English language using proper sentence structure, punctuation, grammar, and spelling.

Additional Requirements:

This position requires the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage. This position will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Significant experience in social service work and/or public administration depending on assignment, including three years of experience in an administrative position with supervisory and programmatic responsibility. Training and/or a bachelor's degree in sociology, business, or public administration, education, psychology, or a related field preferred. Other combinations of experience and education that meet the minimum requirements may be substituted.