



CLASSIFICATION NO. 562

Established: 10/79

Revised: 1/93, 12/07, 4/15

FLSA: Exempt

EEO: 2

HUMAN SERVICES MANAGER

CLASS CHARACTERISTICS

Under direction, to plan, organize and manage the activities and personnel of a human service program or project; to develop program policies and conduct long range planning and program evaluation; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Human Services Manager classification is used within the Department of Health, Housing and Human Services and other departments to manage community service programs and projects that provide services to individuals with social, economic, mental and/or physical disadvantages.

The Human Services Manager is responsible for planning and coordinating diverse services to a large, broadly defined population. Positions at this level focus on long range planning and quality assurance, and have considerable authority to develop policies and implement program changes. Incumbents may supervise daily program activities directly or through subordinate supervisory and/or lead personnel.

The Human Services Manager differs from the Human Services Supervisor which manages a program targeting a specific population and does not have significant responsibility for policy development, long range planning or program development and evaluation.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Plans, assigns and directs the activities of a human service program or project; develops work plans, allocates resources and develops schedules to accomplish program goals; forecasts personnel and funding requirements; develops new programs/projects to respond to human service needs.
2. Develops and implements program policies, procedures and guidelines within department and legal standards; reviews, interprets and clarifies relevant statutes, regulations and department policies.
3. Monitors and evaluates program effectiveness in meeting established objectives; develops quality assurance standards and implements review process; responds to client complaints and appeals of decisions made by subordinates.
4. Hires and directs division management staff to provide quality service to citizens and County staff; prepares performance evaluations; recommends and administers progressive

discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments.

5. Provides direction to staff on complex technical or procedural issues; sets case load limits, assigns cases and reviews case files; makes or reviews decisions on difficult case problems; sets spending limits per client and reviews expenditures authorized by subordinates.
6. Responsible for or participates in preparing and updating budgets and grant proposals; manages budget/grant funds and authorizes/reviews contract payments and program expenditures; develops proposals for additional funding and personnel; gathers and compiles data and prepares reports.
7. Oversees and conducts public relations and outreach activities; recruits volunteers and conducts fund raising activities; develops resources within community and private organizations; provides program information to the public, community groups and agencies; prepares or reviews flyers, brochures, newsletter articles, classified advertisements, press releases and correspondence.
8. Coordinates the activities of the program/project with other human service programs within assigned department and other community and government agencies; promotes services and consistent application of policies and regulations; staffs advisory councils, task forces and committees.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles methods and community resources in specific area/field relevant to assigned program; principles and practices of public administration, including organization design, budget/grant administration and personnel management; participative management theories; needs of individuals with limited economic and social resources; case management methods and techniques.

Working knowledge of: Office equipment, including personal computers and software programs.

Skill to: Plan and coordinate a human service program; effectively develop and utilize available staff, program and community resources; communicate effectively, both orally and in writing; relate to a wide range of clients, personnel, professional staff and community representatives; interpret statutes, regulations and rules; develop policies and procedures; gather, evaluate and interpret data; direct staff in continuous efforts to improve quality productivity and effectiveness; incorporate team participation in decision making; respond to changes desired by citizens and County staff; establish and maintain effective working relationships with community, private and government agencies, County employees and the public; prepare and deliver oral presentations before public groups; operate computer software and other office equipment.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of seven (7) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Positions within Developmental Disabilities (DD) must meet the minimum standards for a CDDP Manager under Community Developmental Disability Programs as defined in OAR 411.

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Some positions require passing a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

Edited: 3/13