



CLASSIFICATION NO. 244  
Established: 9/84  
Revised: 1/93  
Retitled: 12/22  
FLSA: Exempt  
EEO: 1

## **SOCIAL SERVICES DIVISION DIRECTOR**

### **CLASS CHARACTERISTICS**

Under policy direction, to plan, organize, direct and manage the administrative and program activities of the Social Services Division; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Social Services Division within the Department of Human Services provides case management services and client advocacy assistance to the County's low income, elderly and disabled residents through the Community Action Agency (CAA) and the Area Agency on Aging (AAA). The CAA agency serves a diverse client population through energy assistance, emergency housing, rental assistance, landlord-tenant issues, and volunteer services programs. The AAA agency coordinates the provision of services to elderly and disabled residents, including administration of service contracts with senior centers and other County-wide service providers.

The Social Services Division Director is responsible for planning, coordinating, maintaining and advocating for a comprehensive system of social service programs in accordance with revenue and expenditure limitations, legal restrictions and participation of citizen boards and management staff. This position reports to the Director of Health, Housing and Human Services and provides general direction to Division personnel through Social Services Assistant Directors.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Recommends and implements new and revised policies to respond to County social service needs; establishes Division goals and objectives; promotes citizen involvement in setting priorities, assessing needs and reviewing policies and program operations.
2. Participates in regional and state organizations, commissions, task forces and groups to promote and coordinate social service programs; represents the County in drafting, introducing, advocating and testifying on social service related legislation.
3. Oversees and participates in program development and implementation; writes and reviews proposals; evaluates program effectiveness and implements necessary changes; ensures compliance with Federal and State statutes, rules, and regulations.
4. Oversees the development of annual and supplemental budgets; presents budget proposals to department head and County budget committee; oversees the monitoring of revenues

and expenditures; researches alternative funding sources including preparing and/or approving grant proposals.

5. 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.

### **REQUIRED KNOWLEDGE AND SKILLS**

Comprehensive knowledge of: Principles and practices of management and public administration, including organization design, program analysis and fiscal administration of budgets/grants; methods of planning for public and social service programs; legislation and regulations affecting programs; principles and techniques of personnel management; participative management theories; needs of clients with limited economic and social resources.

Working knowledge of: Roles and functions of related County, state and national agencies.

Skill to: Communicate effectively, both orally and in writing; prepare and deliver oral presentations to public and private groups; formulate and implement policies; plan, develop and evaluate funding requirements. prepare and justify budget requests and grant proposals; 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 outside agencies, elected officials and county employees; understand, interpret and apply provisions of Federal, state and local statutes, rules and regulations relevant to Division policies and procedures; train, direct, evaluate and supervise management, professional and technical staff in multidisciplinary team activities; relate to a wide variety of people with diverse needs, social and economic backgrounds and cultures.

### **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 eight (8) 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**

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

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

Edited: 7/12