

Human Services Director



Department:	Human Services
Supervisor:	County Administrator
Work Unit:	
Union Status:	Union: Non-Union
FLSA Status:	Exempt
Grade:	20
Revision Date:	April 2024
Prepared by	DDA Human Resources, Inc.

Position Summary

Oversee comprehensive public programs of social and financial services for the citizens of Benton County in accordance with federal, state, and local laws, rules, and policies.

Scope of Responsibility

Responsible for management and implementation of federal, state and county programs that provide community services for child support, financial assistance and childcare, fiscal services and collections, case aides and various divisions of social work. Directly supervises Human Services Supervisors and responsible for management of all department staff.

Duties and Responsibilities

Essential Functions

- A. Provides operational and fiscal oversight for Human Services units.
- B. Develops agency policy and procedures and interprets rules and regulations.
- C. Develops and implements standards for quality assurance.
- D. Performs trend analysis and programmatic development of social services, and financial assistance programs.
- E. Prepares and manages the Human Services budget.
- F. Provides staff support to the Human Services Board and County Board of Commissioners.
 - F.1. Prepares background data, reports, recommendations, and direction to assist decision making.
- G. Oversees short- and long-range planning to accommodate new program development and program modifications.
- H. Establishes internal controls to ensure programs and services meet county, state, and federal requirements.
- I. Investigates and responds to client and public complaints and concerns.
- J. Coordinates public education regarding agency programs.
- K. Responsible Authority and Data Practices Compliance Official for the department; responsible for records management, including all applicable data retention and data privacy regulations.
- L. Provides administrative leadership to program supervisors.
- M. Ensures development, implementation, and updating for agency-wide safety protocols and staff training events.

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Additional Functions

- A. Attends trainings as needed.
- B. Member of county management team.
- C. Performs other duties as assigned or apparent.

Qualifications

Minimum Qualifications

- A. Bachelor's Degree in public administration, business administration, social work, psychology, sociology, or related area; and
- B. Five years relevant work experience; and
- C. Three years supervisory/leadership experience; OR
- D. Equivalent combination of education/training/experience.

Conditions of Employment

- A. Must possess a valid driver's license and be able to drive in the state of Minnesota.
- B. Must successfully complete a background check.
- C. Obtain and maintain certifications and licensures.
- D. Ability to travel within your daily work assignment.
- E. Ability to travel within Minnesota, including extended overnight stays.
- F. Ability to work extended, evening and weekend hours as needed.
- G. Must comply with organizational and departmental policies.
- H. Performs physical/mental demands of the work environment requirements for this position.
- I. Attendance during regularly scheduled work hours, and outside regular hours as necessary.
- J. Effective and respectful communication and interactions with other employees, supervisors, individuals from other organizations, and citizen customers.
- K. Must comply with data practices policies and standards relative to private data. Any access to private data should be strictly limited to accessing the data that are necessary to fulfill the employment responsibility. While data is being accessed, employee should take reasonable measures to ensure the private data is not accessed by individuals without a work reason. Once the work reason to access the data is reasonably finished the private data must be properly stored according to county policies and the Minnesota Statutes.

Knowledge, Skills and Abilities

- A. Considerable knowledge of public administration and governmental operations.
- B. Extensive knowledge of Federal and State laws and regulations relating to department programs.
- C. Knowledge of principles and practices of Human Services administration.
- D. Familiarity with Benton County community agencies and resources.
- E. Knowledge of accounting and financial management principles.

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- F. Skill in strategic planning.
- G. Considerable knowledge of program administration, personnel administration, management techniques and organizational development.
- H. The ability to develop and implement Department goals and objectives; plan, coordinate, direct and evaluate the work of others; develop and implement Department policies and procedures; and to supervise personnel in a manner conducive to efficient performance and high morale.
- I. The ability to communicate effectively, orally and in writing, and have strong positive public relations skills.
- J. The ability to establish and maintain effective working relationships with others.
- K. Ability to set policies and goals for the department with top management guidance.
- L. Ability to apply widely varied complex and significant variables, requiring analytical ability and inductive thinking in adapting policies, procedures, and methods to fit unusual and complex situations.
- M. Ability to maintain effective working relationships with frequent interaction to negotiate critical agreements or motivate behavior that requires a well-developed sense of strategy and time and the ability to engender trust of diverse audiences.

Department Head Core Competencies

Leadership

- A. Oversees all department operations and work activities, including the staff of the department in alignment with the vision and directives of the County.
- B. Leads the operation of the department, ensures County policies/safety/rules/procedures are followed, assists staff with problem solving issues, performs appropriate decision making, and follows through on projects to ensure work product is consistently high quality.
- C. Clearly defines responsibilities and authority limits to employees.
- D. Inspires others to achieve results by promoting involvement, participation, and cooperation.
- E. Works respectfully and effectively with managers and leadership of the department and creates a work environment among reporting staff that encourages and provides impactful outcomes through teamwork.
- F. Creates and supports effective working relationships within and between County departments, divisions, and outside agencies.
- G. Research best practices, literature, and data to synthesize for department policy and budget development.
- H. Interprets laws, rules, and regulations at the County, State, and Federal level.
- I. Directs implementation of laws and regulations in accordance with County, State, and Federal laws, and regulations.
- J. Conducts regular department meetings with supervisors and line staff to inform them of significant issues, events, policies, or legislative changes.

Fiscal Responsibility

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- A. Determines fiscal goals and objectives; establishes program areas, service needs, and allocates department resources.
- B. Prepares annual operating Department budget by providing comprehensive justifications for budgetary requests.
 - B.1. Prepares and presents five-year capital budget.
 - B.2. Prepares and monitors budgets for special projects.
 - B.3. Researches, prepares, and monitors grant applications for State, Federal and related funding.
- C. Controls and monitors operating costs, expenditures, and revenues by effectively utilizing staff, materials, and equipment; approves invoices submitted to the County Board for payment.
 - C.1. Recognizes and initiates actions for possible changes and/or enhancements in Department procedures, processes, housekeeping, and/or safe practices, improving cost effectiveness, productivity and/or overall results.

Outcomes and Measurements

- A. Directs strategic planning, quality improvement and performance management activities.
- B. Establishes departmental goals and performance measures as well as communicates, supports, and evaluates the achievement of those set goals and measures.
- C. Assists in the development of long-range capital improvement projects and programs, and coordinates the goals, objectives, and priorities of the Department.
- D. Oversees and/or manages Department data records and reporting.

Safety Conscious

- A. Promotes and supports safety and loss control programs to ensure a safe and healthy working environment that will minimize hazards and/or risks that could result in personal injury, illness, and/or property damage.
- B. Keeps abreast of accident/injury trends within the Department, ensuring proper action was taken to investigate incidents/accidents in determining causes and reducing injuries.

Liaison to County Board

- A. Develops and recommends policies affecting the Department legislative platform to the County Board and provides reports and presentations to the Board.
- B. Conducts effective meetings and public forums with composure, professionalism, and discretion.

Supervisor Core Competencies

Supervision

- A. Manages and directs the Department staff and the work activities of the employees in alignment with the vision and direction of the County.
- B. Provides effective supervision, training, and guidance for assigned personnel; is approachable; anticipates changes and manages challenges.
- C. Promotes teamwork and cooperation.

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- D. Serves as a positive role model of successful performance and ethical conduct.
- E. Monitors and documents the work performance of assigned personnel on a timely and continual basis, conducts effective coaching, reviews performance, and takes corrective action whenever necessary.
- F. Delegates responsibility and authority.
- G. Responsible for scheduling work assignments, tracking, and approving hours of work.
- H. Recommends Only:
 - H.1. Hiring, promoting and/or transferring of employees.
 - H.2. Discipline and/or suspension.
 - H.3. Terminating employees.

Staff Development and Motivation

- A. Conducts or oversees training for current and new employees to ensure established procedures are clearly understood and followed.
- B. Continually monitors results being achieved in assigned areas, providing the necessary tools, and coaching to create a cohesive team.
- C. Creates a working climate in which assigned personnel are motivated to develop their working knowledge, skills, and abilities, and demonstrates by personal example the desired standards of conduct and work performance.

Safety Conscious

- A. Enforces all safety rules, regulations, and procedures. Provides training as necessary.
- B. Processes incident/accident reporting within time constraints, investigates incidents/accidents to determine causes.
- C. Actively participates in and supports the safety and health programs.
- D. Makes certain that equipment, tools, and machinery are used and maintained properly.

Employee Core Competencies

Quality of Work

- A. Maintains a high level of accuracy and attention to detail.
- B. Demonstrates the ability to use resources productively, effectively, and efficiently.
- C. Demonstrates the ability to think proactively, anticipates potential problems, and provides workable solutions and alternatives with a 'can do' approach.
- D. Develops and maintains good working knowledge of job responsibilities and prescribed procedures, which facilitates the efficient performance of duties.
- E. Takes initiative to utilize job knowledge to analyze situations, resolve problems, and reach decisions.

Quantity of Work

- A. Exhibits good organizational and time management skills: plans and schedules completion of work accountabilities in order of priority, making the most effective use of time.

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- B. Self-motivated and works independently: demonstrates willingness to assume new and challenging assignments.
- C. Demonstrates ability to work well under pressure, utilizing resources effectively.

Professional Conduct/Integrity

- A. Demonstrates knowledge and actions consistent with the County's values and the County's code of ethics and conduct.
- B. Demonstrates high moral principles and professional standards with others through truthfulness and sincerity; makes ethical decisions.
- C. Shows respect for others' ideas, perspectives, and styles.
- D. Demonstrates appropriate business etiquette and social skills.

Customer Service

- A. Provides information, options, and/or solutions to inquiries, concerns, and/or requests from the diverse public in a respectful manner.
- B. Maintains the County's reputation of providing a high-level of customer satisfaction.

Communication

- A. Demonstrates the ability to develop and maintain working relationships to produce results, and a work environment that builds rapport and trust.
- B. Communicates professionally and effectively with internal and external customers through spoken and written correspondence, including emails.
- C. Maintains confidentiality.
- D. Listens well; respects viewpoints different than own.
- E. Contributes knowledge, experience, and feedback appropriately to others.

Safety

- A. Maintains a safe work environment by complying with County safety policies and procedures and attends necessary trainings.
- B. Performs duties with consideration to minimize risk. Reports safety concerns to appropriate parties.

Accountability and Dependability

- A. Adheres to all County policies and procedures.
- B. Competently performs all required job duties.
- C. Maintains an acceptable record of work attendance, and punctuality in accordance with County and Department requirements.

Physical Demands & Working Conditions

- A. Work is normally performed in an office environment. Headaches, eyestrain, carpal tunnel syndrome, and related occupational hazards associated with computer work reflect the most common potential for injury.
- B. Ability to exert light physical effort in sedentary to light work, may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).

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- C. Likelihood of verbal abuse and threats from hostile and frustrated clients.
- D. This position is exposed to some mental effort and stress.
- E. This position frequently performs work under moderate attention to detail and deadlines.

Hours of Work

- A. Monday – Friday 8:00 a.m. – 4:30 p.m.

Equipment Utilized

- A. Office equipment, computer, and vehicle.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The County Board, County Administrator or appropriate Elected Official retains the discretion to add duties or change the duties of this position at any time.

Benton County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.