



POSITION CLASSIFICATION DESCRIPTION

Job Title: Social Services Director

Reports To: County Administrator

FLSA Status: Full-time, Exempt

Department: Social Services

Salary Range: \$82,300 to \$95,388

Supervises: Is responsible for the efficient and effective operation of the Human Services Division. Exercises indirect supervision of all of the Human Services staff. Directly supervises Human Services Program Managers.

Supervision Received: Receives general direction from the County Manager and exercises wide latitude in determining objectives and approaches to critical assignments.

Summary:

This position oversees the planning, development and implementation of human and social services. Confers with representatives of the community to develop strategies in an effort to effectively meet community needs. Provides oversight, evaluation and program management for the Human Services Division. Responsible for the Human Services budget as well as the Human Services program's compliance with local, state and federal requirements. Provides leadership and support for human and social service improvement activities.

Essential Duties and Responsibilities:

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The Counties retain the right to modify or change the supervision, duties or essential functions of the job at any time.

- Provides oversight, program evaluation and budget management for all Human Services programs including but not limited to: Child Welfare, Adult Services, Child Support Enforcement, and Eligibility. Works with program managers and supervisors to develop and implement program objectives, and analyze services and programs. Determines goals, content, staffing needs and budget requirements for new and existing human services programs.
- Drafts and revises operating policies as necessary.
- Ensures all assigned programs meet applicable local, state and federal guidelines.
- Prepares and manages Human Services budget and strategic plan. Provides budgeting recommendations and participates in the planning and preparation of the budget for department programs. Collaborates with the Public Health Director on the Montezuma County Health and Human Services budget and strategic plan. Authorizes and monitors expenditures to ensure they are within budget limits and guidelines.
- Works with program managers and supervisors to develop and write grant requests and project proposals. We seek alternative sources of funding for program services that align with the Human Services Divisions strategic vision.

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- Maintains positive relationships with grantor agencies. Has primary responsibility for managing the program(s) to meet contractual guidelines. Oversees the completion of requirements for grants, assuring compliance to meet goals, tracking, and evaluation. Assist with necessary re-application for continued funding or new applications to grant sources to secure continued funding for human services efforts.
- Communicates positively, professionally, and effectively with staff, professionals, community groups, clients, and families to expand and improve existing networks. Meets and collaborates with the Public Health Director, other County directors and state department representatives to develop policies and programs for the delivery of human service programs. Interacts with other human service agencies, to address community needs and to solve problems.
- Manages staff both directly and indirectly through subordinate supervisors. Has personnel oversight for areas such as interviewing, training, evaluating staff performance and all employee relation issues. Develops, oversees and participates in staff development. Ensures adequate professional development and in-service training for all staff.
- Responsible for the collection and analysis of statistical data, reports and information. Research methods include conducting studies and surveys, often in collaboration with other organizations. Oversees proper handling, access, and storage of division data and records. Ensures that data and records are accessed and secured in compliance with departmental, local, state, and federal guidelines.
- Coordinates and consults with County Attorney's Office on legal issues and litigation involving the Division.
- Prepares public information presentations, press releases, and other media information in coordination with the Public Information Coordinator.
- Regular and predictable attendance is required.

Required Knowledge, Skills, and Abilities:

- Word processing and spreadsheet computer knowledge.
- Supervisory and public relations skills.
- Ability to stay calm in crisis situations while dealing with upset, angry, or unstable individuals.
- Able to understand complicated fiscal issues and to produce/manage the department budgets.

Education:

Graduation from an accredited college or university with a Bachelor's Degree in Social/Behavioral Science, Business, or Public Administration or related field that has included course work in social services. Master's degree preferred.

Experience:

Must have a minimum of five (5) years of progressively responsible experience in the human services, social services or related field, with a minimum of three years in administration/management; supervision of staff, budget, and project management, policy development, and strategic planning. Education may be substituted for experience.

Required Knowledge:

A thorough knowledge of the organization, structure, funding and functions of both state and local governments, including budget and finance, with particular reference to their implications on the county level. Ability to develop effective working relationships with community service agencies, consumers, other professional agencies, and staff. Knowledge

and familiarity with management practices and procedures, public administration and personnel management. Thorough knowledge of and ability to interpret and implement Colorado's social services laws, regulations, policies and statutes. Familiarity with legislative and regulative implementation. Knowledge of programs of other state agencies that might benefit the department and/or the individuals and families that it serves. Knowledge of current federal, state, and local laws, regulations, policies, memoranda, agency letters, journals, internet web-sites, conferences, staff meetings, newspapers, etc. Should include general knowledge of current social and economic issues and their impact on individuals and families.

Language Skills:

Ability to express ideas clearly and concisely, orally and in a variety of written formats. Must be able to interpret, apply, explain and enforce all applicable laws, codes, regulations, policies and procedures to a wide range of audiences and levels of knowledge. Ability to assemble, organize and present statistical, financial and technical information derived from a variety of sources. Ability to read, analyze, and interpret complex and technical documents including contracts, maps, and complex management and financial reports and respond to the most sensitive inquiries or complaints. Ability to read, comprehend and translate information relayed in written or graphic format. Must be able to write policies, procedures, correspondences and other types of documents. Must have the ability to write speeches, articles and manuals and create presentations using original and innovative techniques and styles. Must have the ability to make effective and persuasive presentations on controversial or complex topics to top management, public groups and organizations and/or board of directors. Ability to prepare industry specific technical reports and budgeting information. Ability to effectively communicate with the public, federal, state and county officials, employees, community agencies and the public.

Interpersonal Skills:

Must possess the ability to establish and maintain cooperative working relationships with fellow employees, representatives of other agencies and organizations and members of the community. Work with the media to maintain a positive image of the County to the community. Interact professionally and diplomatically with County employees, other agencies and organizations and members of the community and manage difficult or emotional customer situations. Possess the ability to recognize when confidentiality is required and maintain strict confidentiality. Must be able to diffuse the most intense situation with diplomacy and professionalism. Must have the acumen to navigate political waters of the County and other outside agencies and organizations. Demonstrate a commitment to the County's mission, values and core beliefs. Provide leadership, guidance and feedback to ensure continual quality improvement and respect the experience, cultural and overall diversity of those you lead and interact with.

Mathematical Skills:

Ability to work with complex mathematical concepts such as probability, statistical inference, budgeting, risk analysis. Work with bidding and review. Must have extensive proficiency in transactional accounting, budget analysis and conduct cost analysis and produce critical path schedules. Must have extensive knowledge of governmental accounting, financial reporting and budgeting.

Reasoning Skills:

Must be able make rational decisions through sound logical and deductive processes and make sound judgments, decision making, problem solving, while planning directing and monitoring the work of the agency. Must be able to analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend or implement best options in support of strategic goals and objectives. Consider concrete and abstract variables. Must have the ability to analyze, appraise and organize facts, evidence and precedents concerned in difficult and complex cases and present material in a clear and logical form, including oral and written presentations, briefs, opinions, orders or decisions. Must be able to successfully manage multiple projects and complete work under pressure pursuant to deadlines.

Office Technology/Computer Skills:

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Must be able to effectively use modern office technology and equipment, including computers, calculators, telephone, copiers with scanning and faxing capabilities. Must have extensive experience in word processing, database manipulation, spread sheets, and email with a high degree of accuracy. Must be able to learn the software and programs related to the position and the County.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit and stand for long periods of time; use hands and fingers to handle or feel; and reach with hands or arms. The employee is required to stand; walk; climb or balance; twist; stoop, kneel, crouch or crawl. Must be able to respond to the customers' needs and perform tasks requiring extensive hand and eye coordination. Dexterity of hands and fingers to operate a computer keyboard, mouse and other devices and objects. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Ability to work extended shifts and attend training when asked and the ability to work in stressful situations.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Ability to tolerate and be productive in a quiet to moderate noise level in the work place. Employee will have periodic exposure to hazards in the field such as driving and inclement weather and potentially hostile clientele. Exposure to computer screens. May visit client homes and encounter a variety of housekeeping standards and household pets. May be exposed to potential communicable health conditions and angry, hostile, frustrated individuals and those with behavioral and/or cognitive challenges. May travel to rural areas.

Special Requirements:

Must possess a valid Colorado Driver's License and satisfactory driving record. . Ability to work evenings or weekends on an as needed basis. Successful completion of NIMS 700, ICS 100, 200, 300, 400 and 800 emergency management classes within one year of being hired. Must be fingerprinted and pass criminal background check, per State DHS Volume 7.

USE OF THIS JOB DESCRIPTION

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE COUNTY AND THE INCUMBENT IN THE POSITION.

Nothing in this position description restricts Montezuma County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. The description reflects Montezuma County's assignment of essential functions. It does not prescribe or restrict the tasks that may be assigned. Critical features of this job have been described. Those features may change at any time due to reasonable accommodation, as the needs of the County change or other reasons deemed appropriate by the County.

I have received a copy of the Social Services Director Job description. I understand that I am to become familiar with its contents.

Signature of Employee

Name of Employee

Date