

DIRECTOR OF HUMAN SERVICES

Definition

Administrative, managerial and supervisory work planning, organizing, and coordinating programs that enhance the overall delivery of human services throughout Cape Cod; all other related work, as required.

Supervision

Works under the policy direction of the County Commissioners and the administrative direction of the Assistant County Administrator, in accordance with all federal, State and local laws, rules, and regulations affecting the operation of the department.

Performs highly responsible duties requiring independent judgment in organizing and coordinating programs. Performance of functions is evaluated by means of predetermined goals.

Establishes short-term and long-term goals and plans, performance standards and assumes responsibility for results.

Supervises two full-time employees.

Job Environment

Work is performed under typical office conditions, with moderate noise from office equipment, telephones and light traffic; may participate in evening and weekend meetings. Demand for service can be planned, but may fluctuate, and employee must react to changing circumstances and emerging service demands.

Operates computers and standard office equipment; operates an automobile.

The employee makes constant contact with State and local officials, human service providers, schools and others; contacts are in person, by telephone, in writing, or by e-mail.

The employee has access to department-related personnel files and human service related data.

Errors could result in legal repercussions related to privacy and public information laws.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Directs and manages department activities; oversees the development and submission of the department's budget; administers the budget; and ensures that personnel and resources are effectively used.

Works with human service providers to analyze community needs and to coordinate projects, programs and events that are developed as a result of determining community needs.

Strengthens human service coalitions through coordination and collaboration, advocates and articulates the human service needs of the County to State, County and local policy-makers and residents of the County and local government officials.

*Director of Human Services
Barnstable County*

Provides advice and technical assistance to town governments in building and/or strengthening human service programs; coordinates and provides technical support to the County Health and Human Service Advisory Council.

Responsible for the administrative oversight of the Human Rights Commission.

Advises County Commissioners on current trends, problems and activities affecting the department's responsibility to facilitate human service policy making; recommends policy guidelines and operational strategies relating to the department.

Acts as the Americans with Disabilities Act (ADA) Coordinator for the County government, monitoring all ADA-related activities.

Engages in public relations and interagency coordination of numerous health and human service providers to develop support at the local level; provides education and information to the public regarding health and human service needs, and programs through workshops, conferences and other forums.

Secures funding for programs, writes grants and engages in fund-raising activities and development of service contracts; ensures that funded programs are managed effectively.

Performs other similar or related duties, as required, or as situation dictates.

Recommended Minimum Qualifications

Education and Experience

Bachelor's Degree in human services, public health, social work, or related field required; Master's Degree preferred; five years of increasingly responsible experience in management, community organization or community planning; or an equivalent combination of education and experience.

Special Requirements

Valid Massachusetts motor vehicle operator's license

Knowledge, Ability and Skill

Knowledge. Thorough knowledge of laws, rules and regulations relating to human services and public health. Knowledge of sociological aspects of human services, community development and social change. Knowledge of grant management and marketing of programs. Basic understanding of human service providers and client needs. Knowledge of Cape Cod human services networks desirable.

Ability. Ability to communicate well, both orally and in writing. Ability to work with community groups and other agencies. Ability to interpret rules, regulations and policies. Ability to supervise staff. Ability to exercise diplomacy and act as a mediator.

Skill. Negotiation, leadership and consensus building skills. Skilled as an advocate and fund raiser.

Physical Requirements

Minimal physical effort generally required to perform work in an office environment; and occasionally may lift objects weighing up to 30 pounds, such as audio visual equipment, exhibit displays, overhead projector and easels.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

