

Washtenaw County

JOB DESCRIPTION

Job Code: 3285
Authorization: 97-0100;
11-0122
Employee Group: 4100

CLASS TITLE: HUMAN SERVICES MANAGER
DEPARTMENT: Community & Economic Development
FLSA STATUS: Exempt

JOB SUMMARY

Under administrative direction; plans, organizes, directs, reviews and evaluates programs and activities of merged Human Services Divisions. Provides expert professional assistance to Department and County management staff in areas of responsibility. Has programmatic and supervisory responsibility.

EXAMPLES OF DUTIES

Essential Duties:

- Recommends and implements goals, objectives, policies, procedures and work standards for the specific program area(s) to which assigned.
- Monitors expenditure of funds and ensures they are within programmatic guidelines.
- Oversees grant application and reporting processes; confers with and provides information to Program Director, fiscal auditors, implements recommended changes.
- Plans, assigns, directs, reviews and evaluates the work of professional and support staff; recommends selection of personnel and trains them in work processes; interprets applicable federal and state regulations and county policies to subordinates.
- Ensures that programs and activities comply with federal, state and local regulations and guidelines; implements work standards and program review procedures.
- Directs the maintenance of accurate records, reports and files; confers with department support staff regarding the provision of financial and administrative support. Ensures that reports are submitted to appropriate agencies and departments in a timely manner.

The above statements are intended to describe the general nature and level of work being performed by this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

EMPLOYMENT QUALIFICATIONS

Knowledge, Skills, and Abilities:

- Program guidelines and regulations specific to the service areas to which assigned.

- Administrative principles and practices, including goal setting, program and budget development, and administration and employee supervision.
- Research, data analysis and report preparation techniques.
- Applicable laws, regulations, policies and procedures.
- Principles and practices of community service program development and service delivery to varied populations.
- Interpersonal and communication skills (written and oral) to interact effectively with individuals and agencies involved in related programs.
- Planning, organizing and directing specified human service programs.
- Preparing clear, concise and effective written materials.
- Collecting, analyzing and evaluating varied information and data.
- Interpreting, applying and explaining complex laws, policies and regulations.
- Negotiating and monitoring contracts and resolving conflicts.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Setting priorities, using judgment to coordinate multiple projects and meet deadlines.

LICENSES/CERTIFICATIONS

Specified positions may require possession of a valid Michigan driver's license.

PHYSICAL DEMANDS

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a computer screen and hearing and speech sufficient to communicate in person or over the telephone.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

EDUCATION

Equivalent to possession of a Bachelor's degree with major coursework in a social or behavioral science, public or business administration or a field related to the work. Possession of an appropriate advanced degree is desirable.

EXPERIENCE

Five (5) years of administrative or supervisory experience which has included both program planning and administration and the provision of direct client services, preferable in all service areas related to assigned programmatic areas.

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to specific job-related knowledge for successful job performance.