



HUMAN SERVICES DIVISION MANAGER

Department: Human Services
Job Class #: 303100
Pay Range: Executive 05

FLSA: Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: Under the direction of the Human Services Director, this position manages a team responsible for providing a variety of social service programs which serve the most vulnerable citizens of Pierce County. The Human Services Division Managers serve as a member of the management team.

ESSENTIAL FUNCTIONS:

- Manage all activities of an assigned division including, but not limited to, program management, supervision of assigned employees, contract compliance and budget management.
- Utilizes sound business and financial acumen to develop innovative human services plans and strategies using relevant data, trends and research to determine needs, allocate resources and to make recommendations. Measure performance and improve the quality of services of assigned programs.
- Ensure that service delivery and programs comply with applicable laws, policies and funder requirements.
- Evaluate legislation to determine impacts to assigned programs; works with legislative staff to implement changes; testify before legislative and/or congressional committees.
- Facilitate consensus to maximize the services and outcomes within budgetary constraints.
- Establish and maintain effective working relationships with County officials, employees and the public.
- Perform other job functions as assigned.

WORKING CONDITIONS

Duties are normally completed on a regularly scheduled basis in an office environment; attendance at meetings or completion of work outside of normal scheduled hours and the ability to travel to meetings away from normal work site is required; periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise. Must be able to operate a personal computer and related equipment.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Applicable laws, policies and procedures.
- Principles and practices of social service planning, managing staff, contracting, grant preparation and program evaluation.
- Social and health care resources available within the community.
- Case management practices and procedures.

Skill in:

- Utilizing strong business and financial acumen to effectively administer programs and prudently manage resources.
- Use of independent judgment, effective decision-making and problem solving.
- Operation of personal computer and the use of job-related software
- Program budgeting and fiscal management.

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- Writing and editing.

Ability to:

- Analyze situations objectively and in a timely manner to determine a proper course of action.
- Provide strategic direction; establish goals and objectives; and implement department policies and procedures.
- Analyze and interpret findings; and prepare comprehensive reports.
- Communicate effectively verbally and in writing to audiences of diverse backgrounds.
- Multi-task and complete assignments in a timely manner.
- Perform the essential job functions.

MINIMUM REQUIREMENTS TO APPLY:

- Bachelor's degree in social work or public or business administration; and,
- Five years of progressively responsible work experience that demonstrates the ability to perform the essential functions of the position; to include
- Two years in a managerial/supervisory role is required.
- An equivalent combination of experience and education may be substituted on a year for year basis.
- Positions in specific program areas may require program-related experience, education and/or training.
- Successful completion of a background investigation.