

# Lac qui Parle County

## Job Description

<b><u>Job Title:</u></b>	Human Services Director I
<b><u>Department:</u></b>	Family Services
<b><u>Reports to:</u></b>	County Social Services Board
<b><u>Supervises:</u></b>	All Family Services Staff
<b><u>Job Type:</u></b>	Full time/salaried; Non-union; Confidential and Supervisory Status
<b><u>Hours/Days:</u></b>	Monday-Friday. Work schedules (hours and days) and location are subject to change based on department needs.
<b><u>Summary:</u></b>	The Director is responsible for the planning, implementing and administration of services and programs for the County Family Services Department; the county's largest department. The Director supervises Department operations and activities through unit supervisors in Social Services and Income Maintenance and provides direct supervision of the Child Support and Fiscal Officers. In addition, the Director is responsible for the Department's compliance with regulations and direction from the Minnesota Department of Human Services (DHS) and health plans with delegate agreements with Lac qui Parle County.

### **Qualification Requirements**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education and Experience:**

Bachelor's degree from a four-year college or university with a major in social work, psychology, sociology, or closely related field and four years of line staff experience including two years of supervisory experience in an agency performing work in the human services field.

Or

Bachelor's degree from a four-year college or university with a major in business/public administration, healthcare or related field, and six years of line staff experience including two years of supervisory experience in an agency performing work in the human services field.

**Language Skills:** This position requires a high level of administrative expertise with the ability to read, analyze, and interpret state and federal policy and technical journals, financial reports, and legal

documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

**Mathematical and Computer Skills:** Ability to calculate figures and amounts associated with fiscal accounting and auditing requirements. This position requires knowledge of budgeting and fiscal management.

**Reasoning Ability:** Ability to define problems, collect data, establish facts, and evaluate possible solutions to recommend to the governing board for action. Ability to interpret an extensive variety of administrative instructions from regulatory agencies.

**Essential Duties and Responsibilities: (Other duties may be assigned.)**

**Department Management** – To facilitate the smooth and orderly operation of the Department in order to achieve the goals of providing services to clients in an efficient manner.

- To select staff in accordance with AA/EOC and Merit System guidelines
- To train and supervise personnel
- To assign jobs and duties to appropriate staff
- To obtain necessary equipment and supplies
- To develop and interpret policies
- To participate in Leadership and Staff Advisory Teams
- To recommend to the Social Services Board progressive disciplinary action and/or dismissal of staff for grounds upon review and approval from the County Attorney and in accordance with Merit System procedures.
- To review and advise the Board regarding any contracts the Department wishes to enter into.

**Staff Supervision** – To assure that all staff receives adequate supervision in order to perform their duties in a satisfactory manner.

- To provide and arrange for training and consultation when needed
- To arrange for staff meetings, group sessions, etc.
- To prepare staff for promotion and advancement
- To maintain staff performance and compliance with State and local policies
- To organize, deploy and assign staff in the most efficient manner
- To advise staff of State and Board decisions that may affect them.

**Executive Duties** - To meet with and act for the Lac qui Parle County Social Services Board in order to assist in developing policy and carrying out policy decisions.

- To arrange for monthly Human Service Board meetings, including preparation of meeting agendas and minutes.
- To develop yearly budget for the Department in consultation with the Fiscal Officer.
- To research and study items prior to Board meetings and inform and advise them and to make recommendations when appropriate
- To act for and respond for the Board, write letters, arrange meetings, attend meetings, conduct meetings, prepare plans, etc.

- To correspond with State agencies and other agencies
- To be a liaison between the Board and the staff in personnel matters
- To follow Human Services legislation on the State and Federal level
- To do public relations work in the community
- To recommend to the Board the termination or reductions of programs if they are no longer needed or if funding is reduced.

**Program Implementation** – To study and evaluate new programs in order to implement them efficiently.

- To act as Lead Agency for the waiver programs and give direction to Public Health
- To evaluate and plan for efficient implementation of programs and services
- To select and prepare staff for making changes
- To evaluate staff needs caused by new programs
- To report to the Board additional needs caused by programmatic changes in existing programs.

**Administrative Responsibilities** – to stay sufficiently informed and prepared for making effective and proper administrative decisions.

- To attend area, regional and state meetings that relate to human services or transit
- To attend appropriate workshops, conferences and seminars
- To meet and consult with human service Directors from other counties
- To read, interpret, and disseminate state manual releases, bulletins, and e-mail correspondence.

**Departmental Operations** – To develop and implement office procedures so that efficiency is maintained and staff time is best utilized.

- To assign office duties in handling mail and ordering supplies
- To record and keep relevant data
- To assign work
- To assign timetable of tasks and review of workloads to unit Supervisors
- To ensure manuals and bulletins for reference are maintained
- To assure the preparation of reports for the State on a monthly, quarterly, and yearly basis
- To periodically destroy old records as per the Minnesota Records Retention Guidelines and with documentation of board review and approval

**Health and Safety** - To develop and maintain a proactive health and safety program within the Department to insure all staff are cognizant of health and safety concerns, practices and procedures.

- To develop procedures, practices and activities that will promote workplace safety
- To identify and take corrective action when the health and safety of employees is at risk
- To be proactive in promoting safety in the workplace: facility, vehicles, ergonomics, etc.
- To review all accidents and injury reports and take corrective actions as appropriate
- To conduct periodic building inspections
- To insure that all agency vehicles are properly maintained.

**Contracting** – To insure necessary contracts, memorandums of understanding and agreements of various sorts are prepared in order to insure smooth administration of services and operations.

- To negotiate agency purchase-of-service contracts
- To approve or deny requested rates
- To analyze provider financial data included in a contract

- To assure that provider rates and services are within program guidelines
- To define documentation and reporting requirements for providers.

**Planning** – to insure that necessary plans are prepared in accordance with State expectations in order for financial resources to be provided to the County.

- To prepare the biennial **VCA/MFIP Plan**
- To prepare the **LSU Plan**
- To prepare the **Affirmative Action Plan or adopt the Merit System AA/EOC Plan**
- To prepare the **Health Care Access to Services Plan**
- To prepare the **Limited English Proficiency Plan**
- To prepare the **LTC Services Development Plan**
- To prepare the **CCAP Plan**
- To prepare the **AMH Plan**
- To prepare the **Emergency Preparedness Plans**
- To prepare **Other Required Plans as needed**

**Other** – to perform other work related duties as required or directed by the Social Services Board.

**Supervisory Responsibilities:** This position exercises first line authority over the Social Service Supervisor Financial Assistance Supervisor. This position also provides direct supervision of the Child Support and Fiscal Officers. Indirectly, the remaining Department staff are under the authority of this position.

**Budget Responsibilities:** The Departmental annual budget is approximately \$3,000,000. The Director has overall responsibility for the preparation of and administration of this budget. Total Human Services costs including centralized payments from the DHS are in excess of \$20,000,000. (Figures reflect budgeted 2019 fiscal year.)

**Clientele:** Interaction extends potentially to every family in Lac qui Parle County and with various agencies, businesses, boards and providers throughout the county, Region VI, and the State.

**Freedom to Act and Problem-Solving:** Director is monitored and evaluated by the County Social Services Board. Has individual discretionary authority with regards to program administration, community involvement, staff supervision, and related on-going assignments. The Social Services Board approves all staff expansion or promotion actions and ultimately approve any replacement appointments, budget changes, etc. The director and staff are also accountable to the many policies, procedures, guidelines monitors, etc., that are offered (mandated) by the Minnesota Department of Human Services, and required pursuant to health plan delegate agreements.

**Job Relationships:** The Director is in charge of the entire Department, but delegates authority in the areas of Social Service and Financial Assistance to the respective supervisors. Monthly meetings are held with the Board for advice, policy setting, and the like. Meetings are held with staff of the Department of Human Services. Meetings are also held regularly with other human service providers in Lac qui Parle County and Region 6. The Director participates in numerous agency, county, regional, and state groups. Internal interaction with the County Attorney’s office, Public Health, Sheriff, and Probation is essential and frequent.

Ability to deal with customers who are under stress, and who may be angry, hostile, verbally aggressive, and may use language that would be considered inappropriate in normal business interactions. The ability to diffuse these situations is highly desirable.

**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 the essential functions.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel objects tools, or controls; talk and hear. The employee is occasionally required to stand, walk, reach with hands and arms, and climb or balance. The employee must occasionally lift and/or move up to 50 pounds. The person must also be licensed to operate a motor vehicle and be able to drive a motor vehicle to meetings up to 4 hours away.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

*The duties listed above 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 of the position.*

*This document was drafted by ATC Jake Sieg and approved by the Board of County Commissioners on 12/5/18.*