

Florence County Job Description

Position Title: Human Services Director
Department: Human Services
Reports To: Human Services Board
FLSA Status: Full-Time (40 hours per week)/Exempt
Salary Range: **Minimum: \$28.56/hour (\$59,404.80/annually)** *2022 Wage Scale*
Salary Grade/Level: 1

Position Summary: Provides professional management over department employees and a complex human services system, as provided for under Wisconsin Statutes 46.23. The position has overall responsibility for administration of the department including planning, developing, and managing the budget, all human services programs and services. Position consistently exercises independent judgment and discretion, under the supervision of the Human Services Board, County Board, and the rules and regulations promulgated by Department of Health Services, Department of Children and Families Services, Department of Corrections, Greater Wisconsin Agency on Aging Resources, Department of Administration, and the policies and procedures of Florence County. The person in this position is responsible for managing numerous county human services programs that currently include, but are not limited to, Economic Support (Ch49), Child Welfare (Ch48), Youth Aids (Ch938), Behavioral Health and Substance Abuse (Ch51 and Ch45), Prevention Programming, Children's Long Term Support, Birth to Three, Elder Abuse/Adult Protective Services (Ch55), and Emergency Management functions related to Human Services work (Ch323).

Essential Functions:

- Administer the Human Services Department budget in accordance with state, federal, and County regulations.
- Plan, administer, supervise and evaluate, directly and through delegation, the responsibilities and performance of staff and contract agencies for the efficient and effective operation of the programs.
- Establish and maintain sound personnel practices, including periodic evaluations and disciplinary actions as necessary and as delegated by the Board.
- Plans, implements, and directs the service delivery, policy development and organization of the department.
- Provide all functions of personnel recruitment, supervision, and direction to all Human Services Department staff and as delegated the County Board.
- Provides and administers personnel, program, and budget development and reporting to the Human Services Board and other County Board Committees.
- Establishes and coordinates the respective roles of the department with other community organizations and state and federal levels of government.
- Assess community needs, works with other community leaders and agencies, and develops plans for the department programs to meet community needs.
- Supervises and recommends the development of annual purchase of service contracts.
- Participate as requested in the areas of civil rights compliance, affirmative action, ADA, risk management, etc.
- Serve as the Civil Rights Compliance Coordinator, Limited English Proficiency Coordinator and Equal Opportunity Employer Coordinator.
- Required to maintain effective communication, both written and oral with County Supervisors, Staff, other County Departments, news media, law enforcement, State and Federal agency representatives and the general public (serve on numerous Committees—Local and other).
- Responsible for Health Insurance Portability and Accountability (HIPAA) related duties pertaining to Human Services data.
- Consult with agency staff as part of on-call responsibilities (related to Emergency Detentions (Chapter 51 and 55), Child Protective Services (Chapter 48), Youth Justice (Chapter 938), etc.).
- Participate in regular internal monthly staff meetings and maintain other forms of intra-departmental communication.

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- Serve as the complaint investigator and appeals coordinator for all HS programming; attend court hearings as necessary.
- Assist with screening decisions and other related report review to Child Protective Services, Child Welfare, Elder Abuse, and Adult Protective Service reports.
- Serve on numerous County Committees and represent the Department and County on Human Service related Boards (Income Maintenance Consortium, Wisconsin Counties Human Services Association).
- Other Duties as Assigned.

Supervisory Requirements:

- Follow Florence County's employment policies and applicable laws.
- Provide all functions of recruitment, supervision, and direction to all Human Services Department staff.

Qualifications:

- Graduation from an accredited college with a bachelor's or master's degree related to the delivery of human services is required; and
- Minimum of two years' experience in County Social/Human Services agency administration.
- Minimum of five years' experience in an administrative and supervisory capacity or equivalent combination of training and experience that provides equivalent knowledge, abilities, and skills.

Essential Knowledge, Skills and Abilities:

- Knowledge, understanding, and interest in the services provided through the Human Services Department; and community services commonly used to address the problems of children, youth, and families; individuals needing alternate care; alcoholics and other drug users, developmentally disabled individuals; individuals and families with mental health problems; and individuals and families unable to meet basic financial needs.
- Knowledge of county and state budgeting and planning systems.
- Knowledge of administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management.
- Ability to manage and supervise personnel.
- Ability to effectively plan, implement, and evaluate human services department programs.
- Ability to establish and maintain effective working relationships with the public, agency personnel, governmental committees and boards, clients and their families, and representatives of other human service providers.
- Ability to direct financial plans, including the maintenance of fiscal controls.
- Effective communication skills, both verbal and written is required
- Considerable knowledge of various agency reporting systems.
- Ability to counsel and mediate for the purposes of client case management and personnel management.
- Ability to maintain strict confidentiality of all client information, records, and office operations. Treats clients, coworkers, and the general public with dignity regardless of race, color, creed, disability, or nation of origin.
- Ability to operate in a continually changing and fast paced environment.
- Ability to advise on and interpret the application of policies, procedures and standards to specific situations.
- A thorough knowledge and ability to interpret Wisconsin Statutes as they apply to program areas.
- Ability to travel. Must possess a valid driver's license and have access to a reliable personal transportation with adequate auto insurance to meet minimum County requirements or other reliable means for local and state wide travel.

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Physical Requirements:

- Frequently required to stand, walk, sit, use hands and fingers to handle or feel, reach with hands and arms, talk or hear. Occasionally required to stoop, kneel, or crouch.
- Regularly lift and or move up to 15 pounds and occasionally lift or move up to 25 pounds.
- Vision requirements include close, distant, color, peripheral, depth and ability to adjust focus.

Work Environment:

- Office environment. Minimal noise level.

Employee Acknowledgement:

I acknowledge that I have received a copy of the Human Services Director job description and understand that it is my responsibility to read and understand it. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Florence County is an Equal Opportunity Employer. Florence County does not discriminate on the basis of any Wisconsin or Federal protected classification. In compliance with the ADA, Florence County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss accommodations with their employer and/or supervisor.

Signature

Date

Printed Name

Updated: January 11, 2022 (Personnel Committee)