

## DIRECTOR OF HUMAN SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the City Manager, an incumbent of this position is responsible for the overall administration and direction of the Section 8 Program, Senior Citizen programs, Nutrition Program, and Special Events. In conjunction with the Assistant City Manager, the Director of Human Services is primarily responsible for the planning, development and implementation of long range goals and administrative procedures; the preparation and presentation of budgets; and the coordination of programs. The Director of Human Services exercises considerable latitude for initiative, independent action and in supervision of full and part time personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Plans, develops and makes recommendations for administrative procedures within the various segments under his/her authority;

Plans, initiates and oversees the long range goals of the various program segments (i.e. Section 8 Housing Program, Senior Citizen Programs, Nutrition Program, Specials Events, etc.),

Supervises staff involved in the provision of services in the Section 8 Housing Program, Senior Citizen Programs and the Nutrition Program;

Prepares and presents to the City Manager and the City Council the departmental budget and monitors same upon adoption by the Council;

Reports to the City Manager and City Council, both orally and in writing, relating to matters within the Department;

Makes presentations before various public and community groups regarding matters relative to aspects of the Department's operations;

Creates a recordkeeping system for all participant's files, financial records, and prepares mandate State and Federal reports; (i.e., home bound meals, housing, etc.);

Prepares applications from various County, State and Federal grants to secure funding sources for programs and/or services;

Oversees the distribution of informational materials to residents regarding program services available and/or eligibility requirements;

May provide liaison services between residents and agencies providing services to residents, i.e., Department of Social Services, Social Security, Section 8 Housing, etc.;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of the public and private Human Services field, good knowledge of the policies, procedures and techniques involved in obtaining discretionary and non-entitlement federal, state and private funds; good knowledge of the methods and procedures involved in budget preparation; knowledge of the methods and procedures involved in administration of personnel practices, skill in evaluating program effectiveness and needs assessment, ability to make persuasive oral and written presentations; ability to develop necessary internal guidelines and procedures, ability to establish and maintain effective relationships with public officials and management personnel both within the county and grantor agencies as well as the general public, ability to supervise, train and evaluate personnel; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; sound professional judgment; resourcefulness; initiative; tact; and integrity.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) A Bachelor's Degree\* and five (5) years of work experience where the primary function of the position was in the provision of services to the community in one or more of the following areas: Section 8 housing, Senior Citizen Programs, Nutrition Programs, or a related field, two of which must have been on an administrative level involving budget preparation or program planning or (b) a Bachelor's Degree\* in Public Administration, Public Health, Health Services, Social Services or a closely related field and four (4) years of work experience as stated in (a), two of which must have been on an administrative level involving budget preparation or program planning.

SUBSTITUTION: A Masters Degree\* in Public Administration, Public Health, Health Services, Social Services or closely related field may be substituted for the above listed experience at the rate of 30 credits hours per year for up to two years. There is no substitution for the two (2) years of specialized experience at an administrative level described above.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.