

Classification Title: Human Services Director

FLSA Status: Exempt

BRIEF DESCRIPTION: Directs all activities of a consolidated human services agency. Primary functional areas include Economic Services, Child Welfare, Family Support, Community Health, Clinical Services, Adult Services and Operations.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Reviews and authorizes program development at all levels of the agency. Works with external organizations to receive input on services and programs and to develop meaningful partnerships.
2	S	Develops networks throughout government to establish connections with the County. Meets with community leaders individually and collectively and attends human services functions.
3	S	Develops marketing and communications plans to identify profiles, better understand demographics and determine long and short-range plans. Identifies major issues and determines timing of program information release.
4	S	Directs staff in all human services functions by making site visits, reviewing reports and attending meetings, retreats and planning and evaluation sessions.
5	S	Supports a policy board by developing and presenting agendas, attending committee meetings, participating in strategy sessions and meeting with individual board members as necessary.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor's degree in Human Services, Health or related field.
Experience	Eight years experience in public sector management.
Equivalent Education & Experience Accepted?	Yes

CLASSIFICATION REQUIREMENTS	
Certification and Other Requirements	None
Reading	Advanced
Math	Intermediate
Writing	Advanced
Managerial	Receives Broad Direction.
Budget Responsibility	Has responsibility for the final approval of at least one departmental budget and presents the budget(s) to County Manager. Monitors progress toward fiscal objectives and adjusts plans as necessary to reach them.
Supervisory / Organizational Control	Work requires managing and monitoring work performance of senior department managers including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing for the department.
Interpersonal / Human Relations Skills	Work requires very frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is broad reaching and dynamic and may include the communication of specific issues and/or general policies. Interaction with others outside of the department requires exercising participative management and negotiation skills that support County strategy and organizational goals. Work also requires the communication with direct reports to ensure maximum productivity in work assignments. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Communications equipment, computers, printers and related software.

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

- (1) N/A
- (2) N/A

Wake County, NC

**Classification 0270
Human Services Director**

PROTECTIVE EQUIPMENT REQUIRED:

None.