

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: HUMAN SERVICES DIRECTOR
DEPARTMENT: HUMAN SERVICES
REPORTS TO: CITY MANAGER

JOB CODE: 9001
DATE: 2/08

JOB SUMMARY:

Performs responsible administrative and supervisory work involved in directing the city's welfare programs, which includes overseeing welfare activities, organizing work, and developing departmental policies.

ESSENTIAL JOB FUNCTIONS:

Carries out supervisory responsibilities in accordance with city policies, procedures, and applicable laws, including interviewing, hiring, training, appraising performance, rewarding and disciplining employees, addressing complaints, resolving problems, and planning, assigning, and directing work.

Collaborates and negotiates with other social service agencies to coordinate efforts and maintain cooperative and efficient relations; locates potential sources and solicits support for welfare programs from the private sector.

Develops, recommends, and implements operating budget for the department annually; reviews and analyzes monthly statistical reports; monitors and administers approved budget.

Develops policies and procedures designed to increase the efficiency of department operations and to reflect changes in policies at other local agencies.

Follows state and federal legislation; communicates any changes that will affect the budget to the City Manager and City Council; responds as necessary with changes in departmental policies and procedures and with adjustments to budget requests.

Creates and designs plans, procedures, and practices; controls for financial and administrative practices and reporting; organizes, coordinates, and executes departmental resources and logistics to ensure quality and compliance with local, state, and federal regulations; prepares reports for City Council as necessary.

Reviews current guidelines and revises to reflect current legislative changes and economic conditions in the municipality; submits annually to City Council for adoption.

Represents the city at various functions such as making speeches at civic and business associations and meeting with officials, citizens, representatives of the press, and persons within the community to establish goodwill and resolve/respond to issues.

Attends training workshops and conferences; assesses training needs within the department; develops training for staff; ensures that staff attends all other available training to enhance job performance.

Communicates with other city employees to facilitate interdepartmental activities; participates in city-wide initiatives; serves on committees as directed.

Coordinates donations from businesses, agencies, churches, foundations, and private individuals to department for holidays, summer camp scholarships, and other needs of economically disadvantaged community members; creates and sends acknowledgement of these donations and provides information to the news media.

Responds to questions and comments from customers and the public.

Assists other local welfare officials in the state as needed with guidance on eligibility decisions, fair hearings, and other related policy questions.

Picks up food orders for the pantry on a monthly basis and on community food drives; delivers food to the department.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Computer	Telephone	Calculator
Fax Machine	Photocopier	

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree (Master's degree preferred) from a four-year college or university in Social Science, Psychology, Public Administration, or other related field; and,

Six years of progressively responsible experience in social services; and, four years of experience in supervisory capacity; or,

Any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Accepted personnel practices, policies, and procedures relating to supervision, training, and performance evaluation, including knowledge of personnel policies specific to the city and unionized workers.

State statutes that mandate local welfare and the theory, principles, and practices of local welfare service delivery, including the standard local welfare guidelines.

Current and proposed local, state, and federal legislation.

Economic conditions in the community, including unemployment rates and food, housing, and prescription costs.

State and federal programs and programs offered by non-profit agencies that impact local welfare, as well as other resources available to those in need.

Municipal budgeting procedures and multi-funded financing operations.

Computer operations and applications relevant to municipal government.

Relevant training and workshops available to enhance professional development.

Skill in:

Interviewing and performing counseling, with the development of a case management plan for individual clients.

Typing and operation of computer keyboard in order to enter and retrieve data.

Mental and Physical Abilities to:

Establish and maintain working relations with clients, other departments, officials, and the general public.

Communicate clearly and effectively, both orally and in writing.

Give directions and gain compliance from subordinates.

Speak effectively before public groups, and make public presentations.

Work with and supervise volunteers.

Write reports, correspondence, and procedure manuals.

Work with mathematical concepts such as probability and statistical inference.

Apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Define problems, collect data, establish facts, and draw valid conclusions.

Perform duties while sitting at a desk or table or while intermittently sitting, standing, or stooping.

Occasionally lift light objects.

Working Conditions:

Work is performed in an office.