

DIRECTOR OF SERVICES

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional position in the Department of Social Services with responsibility for ensuring the delivery of essential, adequate and appropriate human services to children and adults through the coordination of a major program area. Under general direction, incumbents interpret, implement and monitor mandated services and guidelines through recommendation of case management program, and the supervision and development of staff. Work is performed under the general direction of the Commissioner of Social Services. Supervision is exercised over subordinate employees.

TYPICAL WORK ACTIVITIES:

1. Interprets Federal, State and local policies and procedures, communicating them to staff;
2. In consultation with the Commissioner, establishes local policy for optional services;
3. Under general direction, implements Federal, State and local services and programs;
4. Establishes general procedures for operation of the division;
5. Determines staffing patterns within the division;
6. Delegates specific duties to Case Supervisors;
7. Reviews and determines suitability of new projects proposed by Case Supervisors;
8. Supervises and monitors the case management staff in the delivery of human services;
9. Attends regularly scheduled directors' meetings in order to keep abreast of agency activities and to provide input toward improvement of agency;
10. Carries out responsibilities of staff development through periodic individual and group conferences with unit supervisors, in-service training sessions, and by professional knowledge sharing;
11. Plans, organizes, directs and coordinates the various functions (case management, technical, and clerical) comprising the social services division;
12. Evaluates performance of staff, assisting in the formulation of short-term and long-range goals;
13. Provides leadership to unit of the division, instilling a spirit of cooperation and common purpose among them, while recognizing individual achievement;
14. Functions as a liaison between the agency and the community; serves as agency representative on appropriate committees;
15. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern principles and practices of social case management and public welfare administration, and the ability to apply these in the performance of duties; thorough knowledge of Federal, State, and local public welfare laws and programs as they relate to the delivery of human services; thorough knowledge of the techniques of counseling skills; ability to plan, direct and supervise the work and administration; ability to interpret and communicate to others the work of the agency; ability to recognize the impact of programs upon budget and work within budgetary limitations; ability to translate general requirements or guidelines into specific procedures; ability to communicate effectively both orally and in writing; good powers of observation and analysis; ability to establish and maintain successful relationships with people; ability to relate to a potentially difficult client population; initiative; resourcefulness; emotional maturity; good judgement; tact; courtesy; physical condition commensurate with the demands of the position.

DIRECTOR OF SERVICES (Cont'd)

MINIMUM QUALIFICATIONS:

- EITHER: (A) Master's degree in social work and three (3) years of full-time satisfactory paid work experience in social casework in a public or private social agency adhering to acceptable standards, two (2) years of which must have been in a supervisory capacity;
- OR: (B) A Master's degree in a human service field and four (4) years of full-time satisfactory paid work experience in social casework with a public or private social agency adhering to acceptable standards, two (2) years of which must have been in a supervisory capacity;
- OR: (C) An equivalent combination of education, training and experience between the limits of (A) and (B) above.

PROMOTION QUALIFICATIONS:

- Either: Four (4) years of permanent competitive class status as a Case Supervisor or three (3) years of permanent competitive class status as a Case Supervisor II in the Department of Community and Family Services;
- OR: Master's degree in social work or human service field and two (2) years of permanent competitive class status as a Case Supervisor or one (1) year of permanent competitive class status as a Case Supervisor II in the Department of Community and Family Services.

Note: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

HU5105

ADOPTED: 07/24/84 (Case Supervisor - Grade A)

REVISED: 01/15/85 10/29/93 10/14/21