

*CLASS SPECIFICATION FOR*  
**Human Services Division Manager**

**GENERAL STATEMENT OF DUTIES:** Oversees and manages Social Services' eligibility programs and functions, planning, organizing, setting objectives and formulating policies for and directing and evaluating the work of the Human Services Division staff; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** The employee in this single-position class has oversight of the County's Social Services Human Services Division, which comprises all eligibility programs, including food stamps, Child Care, Medicaid, TANF/VIEW, general relief, Auxiliary Grants, State/Local Hospitalization, fraud, refugee assistance and fuel assistance. The incumbent supervises the Human Services Supervisors over each area and receives general supervision and policy direction from the Director of Social Services.

**EXAMPLES OF WORK** (illustrative only):

- Plans, organizes and manages the work of all eligibility programs;
- Supervises all Human Services Supervisors;
- Reviews and evaluates eligibility program policy and the effects of new programs/revisions on the Human Services Division and its staff and resources;
- Determines staff needs and makes recommendations to Director of Social Services;
- Establishes program goals and objectives;
- Recommends hiring, transfer, promotion, and termination of personnel within the limits of appropriate statutes, rules and regulations and policies, developing performance standards and preparing corrective action plans;
- Prepares and implements internal operating policies and procedures;
- Consults with Human Services Supervisors on case problems not resolved at lower levels;
- Coordinates Human Services Division's goals and efforts with those of other departmental units;
- Arranges for and/or ensures proper and mandated training for all eligibility staff as needed and as appropriate;
- Serves as departmental liaison to citizen groups, professional groups and collateral staff in other agencies in the interpretation of eligibility programs;
- Plans and makes presentations and speeches to community, citizen and professional groups;
- Prepares or approves correspondence and oversees recordkeeping system for Division;
- Assists in planning community resources;
- Leads special projects as requested or as appropriate;
- Assists in budget preparation and monitors division expenditures;
- Reviews and revises programs to meet current trends, changing clientele and changing client needs;
- Collects and compiles data for long-range planning;
- Prepares special and regular reports for Director;
- May act for the Director of Social Services as designated;
- Performs related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Extensive knowledge of current social, economic, health and governmental conditions and problems; extensive knowledge of human behavior and the ability to work effectively with individuals and groups; proven management knowledge and skills; good knowledge of the principles and methods of administration, including planning, organizing, leading and personnel and fiscal management; ability to plan, organize and direct the work of others; extensive knowledge of and solid familiarity with automated systems, including the State's automated eligibility systems; ability to establish effective working relationships with staff, other agencies and the community; ability to collect and analyze data and use it in short-and long-range planning; proven skill in the coordination of people, programs and resources; good public speaking skills; ability to communicate effectively both orally and in writing.

**MINIMUM EDUCATION AND EXPERIENCE:** Possession of a master's degree in social work administration, public administration, business administration or a related field and three (3) years of experience in eligibility work, including two (2) years in a supervisory/managerial capacity; OR, possession of a bachelor's degree in a related field and five (5) years of experience in eligibility work, including two (2) years in a supervisory/managerial capacity; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.