USE OF MODEL MUNICIPAL JOB DESCRIPTIONS

**Important Disclaimer:**

These model municipal job descriptions are provided to member towns/cities for use as a guideline and template for the creation of, or revision to, the town’s/city’s job descriptions. We have attempted to present comprehensive model municipal job descriptions, including all legally required aspects of each job. Those towns/cities who have labor unions may have to negotiate the implementation, or the impact, of these model municipal job descriptions.

**[Town/City] of \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Director of Human Services**

**Job Description**

|  |  |  |  |
| --- | --- | --- | --- |
| **Title:** | **Director of Human Services** | **Number/Code:** |  |
|  |  |  |  |
| **FLSA:** | **EXEMPT** | **Salary Range:** |  |
|  |  |  |  |
| **Union:** | **N/A** | **Created:** |  |
|  |  |  |  |
| **Revised:** |  | **Revision No.** |  |

**Elected \_\_ Appointed \_\_ Hired \_\_**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**General Summary:**

Performs a variety of administrative, professional and supervisory work in direct oversight and control of the Office of Human Services. Responsible for the development and maintenance of programs for: adult care and welfare; child care and welfare; mental health, developmental and addiction services; veteran affairs; transportation and such additional related programs as may be offered by the [Town/City].

**Supervision Received:**

Receives general direction from [chief administrative/executive officer].

**Supervision Given:**

Supervises the following departments/divisions:

[“Supervises all employees (of ‘Office of Human Services’ or ‘performing human services functions’)].

**Examples of Essential Functions:**

# Plans, supervises and evaluates the [“Office of Human Services activities” or “provision of human services programs”].

1. Develops policies and procedures for the [“Office of Human Services” or “provision of human services programs”] as necessary to ensure efficient operation or implement directives from the [chief administrative/executive officer and/or legislative body if applicable].
2. Plans, promotes and implements a comprehensive and diversified offering of programs providing services addressing: adult care and welfare; child care and welfare, mental health, developmental issues and addiction; veteran affairs; transportation and such additional related programs as may be offered by the [Town/City] under policies established by [chief administrative/executive officer and/or legislative body]; reviews program performance and effectiveness, formulates and implements policies to alleviate deficiencies.
3. Researches and evaluates short and long term human service needs of [Town/City]; develops related program goals and recommends program development and related ordinances; reviews proposed and adopted local, State and Federal legislation and assesses potential impact on Office programming and operations.
4. Ensures compliance with local, State and Federal law governing office programs and activities.
5. Develops, implements and maintains a structural organization for human services delivery which provides an optimum mix of human services.
6. Develops and maintains a client-oriented management information system and case management program to monitor and assure continuity of services in and among programs; oversees and administers the determination of initial and continuing eligibility for service programs.
7. Coordinates programming with other human service programs and providers in the community.
8. Prepares and presents [or “Assists in the preparation and presentation of”] a proposed annual budget for the [“Office of Human Services” or “provision of human services functions”] and all related programs; directs [or “assists in”] the implementation of the adopted budget.
9. Identifies and pursues funding and other resources; directs, reviews, drafts as necessary, and approves grant proposal packages; assists in the preparation, review and administration of vendor contracts and agreements.
10. Directs and supervises the selection, training, assignment, scheduling, evaluation and discipline of Office employees; administers personnel rules and regulations and collective bargaining agreements for Office employees.
11. Directs the development and maintenance of systems, records, and documents that provide for the proper evaluation, control, and documentation of Office activities and program.
12. Prepares, submits and presents analytical and statistical reports to [chief administrative/executive officer]; attends meetings of [insert appropriate committees, commissions and legislative body].
13. Represents [Town/City] at various meetings; serves as liaison to various government or community organizations, committees, taskforces, boards and commissions; communicates regularly with other local, State and Federal officials and community members.
14. Promotes and publicizes Office programs and activities; prepares and coordinates program and event publicity.
15. Maintains positive working relationships with school officials, community groups, other local service providers and the public regarding program offerings and coordination of services; promptly and cordially responds to civilian inquiries and complaints pertaining to programs and services.

**Other Job Functions:**

1. Perform all related work as needed.

**Minimum Qualifications:**

**Education & Experience:**

1. Graduation from an accredited college or university with a Bachelor's degree with a major field of study in: Public Administration or Social Services.
2. \_\_ years of increasingly responsible experience in social services or public administration, including \_\_\_ years of management and supervisory experience.
3. MSW preferred.
4. CPR/AED and First Aid.
5. Suitable experience may be substituted for education attainment if deemed appropriate by the [Town/City Manager] or his/her designee.

**Knowledge, Skill and Ability:**

1. Thorough knowledge of human services programs.
2. Considerable knowledge of the principles and practices of public administration.
3. Knowledge of community human service needs.
4. Skill in financial and human capital management.
5. Skill in the use of computers, including [insert specific software].
6. Ability to prepare detailed reports, plans and specification and perform reliable research as needed.
7. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and government regulations.
8. Ability to establish and maintain complex files and records systems.
9. Ability to maintain positive working relationships with school officials, community groups, other local service providers and the public.
10. Ability to process large quantities of paperwork accurately and efficiently and work with a minimum of supervision.
11. Ability to compose clear and correct written correspondence and reports; ability to effectively present information verbally and respond to questions from government officials, community service providers, vendors, customers/residents and the general public.

**Additional Eligibility Requirements:**

1. Valid, active Motor Vehicle Operator’s license required.

**Physical Demands:**

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to stand, walk; use hands and fingers, handle or operate objects, controls or standard office equipment, reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.

The employee must frequently lift and/or move up to X pounds, and occasionally lift or move up to Y pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment:**

This job operates in a professional office environment with [regular or occasional] related field work. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

While performing the duties of this job, the employee may occasionally work in outside weather conditions. The employee may occasionally work near moving mechanical parts; in precarious places; may occasionally be exposed to wet and/or humid conditions, extreme cold, extreme heat, fumes or airborne particles, toxic or caustic chemicals and vibration and life threatening situations. It may be expected that the individual could be exposed to blood or other potentially infectious materials during the course of their duties. The noise level in the work environment is usually quiet in the office, and moderately noisy to noisy in the field.

**Position Type/Expected Hours of Work:**

This position is [choose one]:

[at will]

[collective bargaining unit member]

[town contract]

[elected]

This is a full time position and hours of work and days are \_\_\_\_\_\_\_\_\_. This position [occasionally/regularly] requires long hours beyond those scheduled hours, including evening and weekend work as job duties demand. Additional hours, including nights, may be required for emergencies and program coverage.

**Travel:**

Travel is primarily local during the business day, although some out of the area travel and overnight may be expected for conferences and seminars.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of functions, activities, duties or responsibilities that are required of the employee for this job. Functions, duties, responsibilities and activities may change at any time with or without notice.

EEOC STATEMENT:

It is the policy of the [Town/City] of \_\_\_\_\_\_\_\_\_ to provide equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, the [Town/City] of \_\_\_\_\_\_\_\_\_ will provide reasonable accommodations, that do not present an undue hardship, for qualified individuals with disabilities.