

TOWN OF MANCHESTER
POSITION GUIDE

Title: Director of Human Services
Department: Human Services
Reports To: General Manager

NATURE OF WORK

Under administrative direction of the General Manager, responsible for planning, coordinating and directing Human Services Department activities encompassing diverse programs dealing with public health, family and elderly services and Senior Citizens programs. Facilitates development of integrated community system of human services to identify needs, implement responses and assure effective delivery of service.

ESSENTIAL FUNCTIONS

Provides direction for comprehensive planning, policy coordination, evaluation of services; develops recommendations for allocation of public funds.

Directs assessment of human service needs; assists in goal and priority setting to achieve integrated systems of human services to maximize resources and responsiveness to Town needs.

Coordinates with other Town departments and non-profit agencies to address policy issues relating to needs of families.

Prepares periodic long-range plans to address anticipated social programming needs of the community. Works in conjunction with the Town's Planning Department to coordinate action plans related to human services concerns as a result of the neighborhood planning process.

Prepares annual departmental operating budget; responsible for department's fiscal management.

Provides general supervision over Health Division, Family Support Services Division and in the formulation of operating policies for the Human Services Department. Reviews and evaluates departmental programs; formulates new or improved policies and procedures to improve management controls and coordination to achieve more effective results.

Provides consultation, technical and information services to public and private organizations, other Town departments and community agencies receiving funds from the Town. Performs administrative review of services provided by community agencies receiving funds from the Town.

Provides technical assistance to Town Commissions and other ad hoc Town human services committees.

Develops and proposes grants for human services needs of the community; collaborates with other community agencies or other communities in preparing grant proposals.

Promotes effective employee relations, enforces Town personnel policies, assures compliance with established work rules and federal, state and municipal regulations.

OTHER FUNCTIONS

Promotes departmental programs and services by encouraging community participation and volunteer support and acts as spokesperson for the department.

Hears and makes recommendations on grievances filed by employees within his/her department. Provides assistance, as required, in negotiating collective bargaining agreements.

Director of Human Services Continued

OTHER FUNCTIONS CONTINUED

Makes presentations to the Board of Directors, community agencies, boards and commissions.

Performs other duties as assigned.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the principles and practices of public administration as applied to the management of varied human services programs at the municipal level; of effective principles and techniques of program administration and evaluation; of procurement and contracting.

Considerable administrative and managerial ability; ability to plan and set objectives; to direct and control diverse services and programs in a large department; significant knowledge of department budgeting and personnel issues.

Ability to prepare concise applications to secure grants from state, federal and private funding sources. Ability to use or learn to use computers.

Ability to get along with co-workers, supervisors, customers and the public at large.

Ability to communicate effectively, orally and in writing, frequently in controversial or sensitive circumstances and to establish and maintain effective working relationships with the general public, subordinates, Town officials and other providers and professionals in the human services field.

PHYSICAL AND MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS

Must be mobile, able to push/pull/lift objects of less than 20 pounds, and able to sit for prolonged periods. Able to perform moderately difficult manipulative skills and skills which require hand-eye coordination, such as keyboard skills or using a calculator.

Must be able to see objects closely, as in typing a report; hear normal sounds with some background noise, distinguish voice patterns and communicate through human speech utilizing the English language, as in answering a telephone and giving a report.

Must be able to concentrate on fine detail with constant interruption, attend to task for 60 minutes or more, remember multiple tasks given to self and others over long periods, and understand the theories behind several related concepts.

Ability to get along with co-workers, supervisors, customers and the public at large.

May be exposed to: dust, electro-magnetic radiation as in computer screens.

MINIMUM TRAINING AND EXPERIENCE

Master's degree in a field of Human Services or Public Administration and five (5) years of progressively responsible experience in a human services program including two (2) years' administrative or supervisory experience, preferably in a diverse human services setting. Suitable experience may be substituted for educational attainment if deemed appropriate by the General Manager or his designee.

THE ABOVE DESCRIPTION IS ILLUSTRATIVE. IT IS INTENDED AS A GUIDE FOR PERSONNEL ACTIONS AND MUST NOT BE TAKEN AS A COMPLETE ITEMIZATION OF ALL FACETS OF ANY JOB.