

## HUMAN SERVICES PROGRAM DIRECTOR

### Definition

Under administrative direction, to have overall responsibility for child welfare services, adult services, employment and financial services, or an administrative support services program; to direct staff in the administration of the programs to which assigned; and to do related work as required.

### Distinguishing Characteristics

This is a mid-management classification. Incumbents are typically responsible for only one program within one of the four (4) major functional areas (child welfare services, adult services, employment and financial services, or administrative services).

### Essential Functions

- Plans, organizes, coordinates, and provides direction for agency social services programs, income maintenance programs, or administrative support functions.
- Confers with and advises the Assistant Director on policy, procedures, and operational problems in the area to which assigned.
- Evaluates program effectiveness and efficiency and initiates methods for improvement of operations.
- Confers with, counsels, and controls the work of subordinate supervisory staff.
- Confers with staff to counsel or resolve issues involving policies, procedures, organization, budget, and personnel matters.
- Assists in the preparation of the department's annual budget by developing annual case load and case cost projections, staffing requirements, and equipment needs.
- Monitors case load and case cost trends.
- Represents the department in contacts with governmental or community agencies.
- Evaluates supervisory staff performance and reviews employee performance.
- Assists in the planning and presentation of in-service training programs.
- Prepares reports, correspondence and annual department plans.

### Other Functions

By assignment to the Office of the Ombudsman, incumbents will perform the following:

- Provide information, referral services and community outreach.
- Handle complaints concerning department policies or practices; conduct independent reviews and investigates the facts surrounding the complaint which may include contact with various staff of the Department of Human Services, and prepare written responses to complaints.

- Review all Department of Human Services connected child fatalities and prepare reports for case review and disposition.
- Develop statistical reports of complaint investigations and dispositions for the purpose of identifying institutional and systemic problems and patterns, and recommend appropriate corrective actions for systemic enhancements to the Director of Human Services.
- Provide Ombudsman training on office protocol to department staff, other county personnel, public and private agencies, and interested community members.
- Establish ongoing liaison with the State of California Ombudsman's Office, Board of Supervisors, law enforcement agencies, county departments, public and private agencies.
- Perform other job-related functions as required.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.

#### Employment Standards

Completion of a Bachelor's degree from an accredited college or university, and three (3) years experience in a social services agency supervising employment and financial services, adult/child services, or administrative services. Qualifying experience may be attained in a public, private or nonprofit agency.

#### **Positions Assigned to Department of Human Services:**

At least one (1) year of experience must have been as a Department of Human Services Assistant Program Director or Human Services Program Specialist.

**OR** have an Associate's Degree and five (5) years of supervisory experience with one (1) of those years as an Assistant Program Director or Human Services Program Specialist.

Other qualifying experience may be attained in a public, private or nonprofit agency.

**Additional Requirements:** Some assignments may require additional experience as listed in #1 or #2 below:

1. A minimum of one (1) year of experience in Child Welfare Services crisis intervention, court related activities including but not limited to; Emergency Response, Adoptions or Court Intake.
2. A minimum of one (1) year of experience in Employment and Financial Services, which may include but not be limited to Employment Services, CalWORKs, CalFresh or Medi-Cal.

Possession of a valid Class C California Motor Vehicle Operator's License is required upon appointment.

Knowledge of: income maintenance, social services, and other public welfare programs; principles and practices of supervision and management, employee development and public relations; public agency funding, budget preparation, and fiscal control processes and policies; community needs and resources;

Ability to: plan, organize, direct, and control the work of others; interpret complex laws and regulations and formulate, implement, and manage programs to assure agency compliance; handle complaints judiciously; use tact, integrity, initiative, and good judgment in a variety of difficult administrative situations; communicate clearly and effectively, both orally and in writing, including the preparation of complex and comprehensive reports; work harmoniously and effectively with other management staff, community organizations, governmental agencies, and others; establish, achieve, and maintain reasonable and realistic goals and objectives.

Revised  
January 2018  
#3625  
Js3625