CLASS TITLE: **Director of Human Services**

CHARACTERISTICS OF THE CLASS: Under direction, manages and directs programs that provide social services such as homelessness assistance, youth delinquency prevention, family and community services and emergency intervention; and performs related duties as required.

ESSENTIAL DUTIES: Assigns and directs Assistant Directors and Area Managers in the management of human service programs; directs the development and implementation of the division's development plan and manages the preparation of periodic status reports; supervises the preparation and use of charts and documents to report on the status and progress of assistance programs; attends executive level meetings to report on the status of social services programs; manages the activities and staffing of field teams to ensure the proper coordination and timely delivery of services; supervises and reviews the preparation of case reports prepared by field staff; attends meetings and conferences with outside agencies and the general public to provide information on departmental programs; responds to questions and comments from the media and the general public; supervises and monitors the department's city-wide emergency services response operation.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences or a directly related field, supplemented by four years of progressively responsible supervisory experience in the delivery of community or social service programs, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Comprehensive knowledge of the practices and procedures of social service delivery. Comprehensive knowledge of state and federal funding sources for social service programs.

Ability to develop and direct the implementation of social service delivery programs. Ability to identify and resolve special social service needs. Ability to direct and supervise professional senior level staff.

CLASS TITLE: **Director of Human Services** (Cont’d)

Comprehensive management and organizational skills. Excellent oral and written communication skills.
Working Conditions. Inside: General office environment. Outside: Unavoidable exposure to unfavorable atmospheric or extreme temperatures.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

February, 1995