

## HUMAN SERVICES MANAGER 4

### KIND OF WORK

Highly responsible management work involving the direction and coordination of integrated human services programs or operations at the division leadership level.

### NATURE AND PURPOSE

Under administrative direction, an employee in this class directs and manages an assigned division or operation and coordinates and directs major projects in one of the divisions of the Department of Human Services, coordinating and implementing department programs or operations, securing public and local government involvement, and providing overall direction and coordination for major policy initiatives which effect a wide base of resource management activities. Coordination of division programs and activities involve other division directors, the Commissioner, Assistant Commissioner, and other department managers. Performs related work as required.

### DISTINGUISHING CHARACTERISTICS

Reports to an Assistant Commissioner or other senior leader; or a direct report thereof. Member of the administration's senior leadership team. Serves as a principal advisor to agency executive leadership concerning programs under his/her areas of responsibility.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Plans, organizes and directs administrative programs in operations in a Human Services division in order to ensure that departmental programs, policies and priorities are met in the most efficient and effective manner.

Evaluates and monitors the effectiveness and efficiency of each of the Human Services programs carried on by divisions within the administration to ensure compliance with statutes, regulations, approved management plans and policies.

Counsels and advises the Commissioner on the advisability, practicability, effectiveness and acceptance of Department policies, priorities, programs and activities. Recommends solutions to large multi-unit issues for which this position acts as the lead.

Represents the Department of Human Services and acts for the Commissioner on Department projects, affairs and business in an assigned division.

Recommends, interprets and applies Department policies and priorities to ensure sound, effective, responsive programs that will meet present and future Human Services needs in an assigned division.

Anticipates needs and problem areas in order to ensure their satisfactory solution in the best interest of sound Human Services management and in the best interest of the public.

Conducts public information and education programs at the division level so the public and other governmental units are aware of and involved in the planning and implementation of Human Services programs.

Staffs, develops and maintains an effective, efficient organization that can meet present and future Human Services management needs.

Direct planning activities so that planning activities are carried out effectively and so that they support the mission of the department.

Directs the division of the assigned programs so that the legislative intent and department's goals are met.

#### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

##### Knowledge of:

Extensive knowledge of State and Federal laws and regulations governing the administration and management of Human Services programs.

Thorough knowledge of the principles, current concepts, and practices in the human services, related to areas of responsibility (i.e. Health Care, Community Supports, Residential Care, Direct Care, Continuing Care for Older Adults, Children and Family Services).

Considerable knowledge of the principles and current concepts of organization and program management, and of business and financial administration.

Considerable knowledge of long and short range planning needs and demands for human services.

Working knowledge of public communication and public informational concepts and practices.

Working knowledge of the legislative process.

##### Ability to:

Correctly interpret policies and regulations and to adapt, apply and enforce.

Plan, budget, organize, supervise and coordinate programs and personnel, to delegate authority, fix accountability, measure progress, evaluate results and to initiate improvements.

Establish and maintain effective working relationships with employees and the public.

Class Est.: 10/2017

T.C.:  
Former Title(s):