

HUMAN SERVICES MANAGER 5

KIND OF WORK

Executive management work within the Department of Human Services.

NATURE AND PURPOSE

Under general direction, provides executive management, leadership and direction to the operations of the Department of Human Services so that policies are developed, priorities are established, and programs are implemented in an integrated way throughout the state. The major focus is on department-wide operations; organizational evaluation and change; and on support of Department of Human Services management to assure high quality programs within the framework of applicable state and federal laws and rules. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This classification differs from lower-level program managers due to the agency-wide coordination and responsibility inherent in this position versus a more constrained program element.

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

To participate in Department of Human Services management activities as a member of the Commissioner's senior staff and to participate in developing policies so that the overall technical, operational, and information resources are incorporated into the department's decision-making progress.

To provide managerial support and direction to ensure that work groups carry out responsibilities and duties in an effective, efficient manner and operate within available resources, and make maximum use of available expertise to identify and resolve issues.

To determine and coordinate the development of programs resulting in budgets and to assess resource management performance so that services will be provided in the most effective and efficient manner.

To formulate agency goals, objectives, policies and procedures to effectively direct the efforts of the agency towards the achievement of the department's goals and objectives.

To act as a liaison between the department and the legislature, the general public, and other interested groups and committees in matters of human services program development by representing the Commissioner in communications with these individuals and groups.

To assess programming needs of the Department of Human Services, consolidate them into statewide priorities and participate in the development of statewide human services programs so that there will be a coordinated, responsive and balanced human services improvement of program consistent with needs.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Principles and practices of human services programs to make evaluations and judgments inherent in the classification.

Departmental organization, policies and procedures, state and federal laws and regulations, and policies sufficient to coordinate diverse programmatic elements into a unified overall program, so as to accomplish the objectives and mission of the department.

Public and business administration and the practical use of strategic planning and mission and goal setting sufficient to keep the organization on course as directed by top management. Executive management, principles and practices in order that short and long-range planning of all department resources can be accomplished, coordination of department needs can be accomplished and a cohesive, unified effort taking into account the needs and aspirations both internal and external forces can be accomplished.

Ability to:

Plan, organize, and implement programs of a complex nature

Establish and maintain effective working relationships within the department and with representatives of other state and departmental agencies as well as the public at various functions and meetings to enhance communications.

Evaluate and provide proper perspective to regional and local matters and to integrate regional and local needs and priorities within departmental goals and objectives.

Formulate, initiate, and direct the application of departmental policies and procedures to ensure all department operations are effectively and efficiently carried out.

Coordinate and apply the varying expertise of others to a problem in the organization or anticipated change forced by outside events so that decisions are made in the best interests of the department.

Predict how certain factors or events will affect the Department of Human Services' resource utilization pattern so as to assure effective and efficient utilization of those resources and meeting program needs.

Understand and effectively use the skills of negotiation, conflict resolution, time management, cost benefit assessment, program evaluation, effective communication in all

modes, budgeting, and employee motivation as a means to support the Department of Human Services' mission.

Project leadership and initiate as a means to bring about desired organizational changes.

Formulate, define, and communicate the purposes of the functions for which the incumbent is responsible in order to integrate goals and efforts into a meaningful workable program of emphasis.

Speak and write effectively so as to advocate department goals and objectives, often of a resource restricted nature and not well understood by those effected.

Class Est.: 10/2017

Rev.:

T.C.:

Former Title(s):