

## ASSISTANT HUMAN SERVICES DIRECTOR

### **General Definition of Work:**

Performs difficult, complex administrative and managerial work overseeing, planning, organizing and directing the agency internal operations to include fiscal, human resources and administration under the direction of and through delegation from the Human Services Director. Work is performed under the general supervision of the Human Services Director. Supervision is exercised over all assigned personnel.

**FLSA:** exempt

### **Essential Functions:**

- **Overseeing, planning, organizing, implementing, managing, and directing assigned services and program areas for effective service delivery.**
- **Providing leadership and direction for department assigned services and program areas to ensure quality and timely services.**
- **Supervising, directing, training, evaluating division staff and has substantial influence in hiring and employment decisions.**
- **Works with director and program administrator to develop and prioritize organization objectives, work standards and performance criteria.**
- **Has authority to act for the director in personnel and management team matters in the director's absence.**
- **Works with director and program administrators to plan and ensure organizational effectiveness regarding all administrative, operational issues and service.**
- **Oversees preparing, presenting, managing, and monitoring the department's annual budget.**
- **Works with director, program administrators and business manager to determine needs, develop budget, report revenue and spending variations for prompt action and resolution, and make adjustment recommendations.**
- **Responsible for special projects as assigned by the director including media relations, intergovernmental relations and community relations.**
- **Oversees accurate processing, maintaining and auditing of various departmental financial reports and records for assigned area.**
- **Ensuring compliance with local, state and federal fiscal and personnel regulations; maintaining confidentiality; preparing and maintaining a variety of systems, reports, records and files.**

*(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

### **Typical Tasks:**

- Works with the director to develop and implement agency policies and procedures.
- Tracks and provides reports to Human Services Director on performance measures regarding areas assigned.
- Monitors and evaluates program and service effectiveness in assigned area.
- Coordinates and supervises program administration daily to ensure program compliance and service delivery.
- Works with Program Administrators to make policy and workflow decisions.
- Responds to inquiries and complaints providing information and assistance.
- Serves on the humans services leadership team which plans for future directions within the department.
- Attends meetings as required.
- Performs other related tasks as required to potentially include but not limited to emergency shelter operations.

### **Knowledge, Skills and Abilities:**

Thorough knowledge of principles, methods and techniques of efficient administration, including interpersonal communication, personnel administration, budgeting, accounting, planning, program evaluation and office management. Thorough knowledge of human services administration. Considerable knowledge of the organization and structure of local, state and governmental agencies. Knowledge of the principles and techniques of human capital management and public or business administration. Knowledge of the department's organization, operation and objectives; of purchasing practices and procedures; and contract administration. General knowledge of social, medical,

mental and economic factors of the community served. Working knowledge of office equipment, computers, and applicable software applications. Ability to develop and organize information and data ; to use Microsoft Office products, especially Word, Excel and PowerPoint; to exercise discretion and sound judgment in analyzing situations and making decisions; to direct and provide consultation to employees in the various areas of responsibility; to write clear and concise reports; to communicate ideas effectively both orally and in writing; to collect, summarize and present detailed information; to maintain detailed records; to plan and execute work effectively; to maintain confidentiality; to attend work regularly; and to develop and maintain effective working relationships with state and local officials, associates, subordinates, and the general public.

**Education and Experience:**

Requires master's degree in public or business administration, social work, or human services field and two years of management experience in a human services agency or business, with a preference for one year of management experience in a human services agency; or, bachelor's degree in human services, business or a closely related field and four years of management experience in a human services agency or business, with a preference for two years of management experience in a human services agency. Degree must be from an appropriately accredited college or university. An equivalent combination of education and experience may be accepted.

**Physical Requirements:**

Sedentary work requiring the exertion of up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects; work requires reaching and fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of office machines, determining accuracy, neatness, and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**Special Requirements:**

Possession of an appropriate driver's license valid in the State of North Carolina.

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