

General Definition of Work

Performs complex executive work planning, organizing, directing and coordinating human services programs for the county, overseeing staff and operations of the department, creating and maintaining the budget, creating and maintaining applicable records, reports and files, and related work as apparent or assigned. Work is performed under the general direction of the Director of External Operations and County Services. Position manages a department, including all personnel within the department.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- 1) Develops, implements, and administers approved budgets for General Assistance; monitors actual vs. budget expenses and recommends corrective action as needed.
- 2) Develops, implements, and administers policies and procedures for General Assistance programs to meet legislative changes.
- 3) Supervises staff for General Assistance; referral to human services agencies, implements human resource/personnel policies and practices to attract, retain, and motivate staff.
- 4) Supervises staff who evaluate client needs and are responsible for maintaining accurate records for clients in assigned programs.
- 5) Performs intake duties for general assistance, substance abuse, Social Security Interim Assistance Reimbursement programs and Veteran's Affairs; assesses client's needs and refers applicants to other resources as needed.
- 6) Assists veterans with obtaining benefits through local, state or federally administered programs; provides guidance to veterans regarding their benefits.
- 7) Coordinates and collaborates with community organizations, hospitals, physicians and other agencies serving indigent clients.
- 8) Reviews and authorizes claims for payment from the General Assistance budget ; ensures that all funds are accounted for and properly disbursed on a monthly basis.
- 9) Verifies items such as residency and financial resources and approves payment for pre-screening clients in substance abuse programs.
- 10) Monitors and ensures compliance of assigned programs with applicable federal, state and local standards.
- 11) Performs public relations and outreach duties, including speaking to groups and participating in Veterans Affairs outreach activities.
- 12) Serves on boards and commissions as deemed necessary by Director of External Operations and County Services.

Knowledge, Skills and Abilities

Thorough knowledge of the county and regional programs; thorough knowledge of standard rules, regulations, policies and procedures related to providing community services in a public setting; ability to communicate effectively both orally and in writing; ability to negotiate contracts and to make presentations; ability to manage, direct and evaluate the work of others; ability to operate standard office equipment and related hardware and software; ability to learn specialized software related to the services rendered; ability to establish and maintain effective working relationships with staff, similar professionals and the general public.

Education and Experience

Bachelor's degree in social services administration or related field and extensive experience leading social/human services programming, or equivalent combination of education and experience.

Special Requirements

Applicable position, department, organization and professional training will be provided and must be completed upon hire and on an ongoing basis.

CVSO Certification within one (1) year of hire.

Valid driver's license in the State of Iowa.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, frequently requires repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; no special vision is required; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires operating motor vehicles or equipment and observing general surroundings and activities.

Environmental Conditions

This work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

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