



CUSTER COUNTY, COLORADO

205 S. 6th Street, PO Box 150
Westcliffe, CO 81252

JOB DESCRIPTION

Job Title: Human Services Director

FLSA – This position's primary duty is the performance of office or non-manual work directly related to the management or general operations of the Human Services Department. The primary duties include the exercise of discretion and independent judgment with matters of significance.

Status: Full Time

Introductory Period: 6 months

Supervision Received: Receives limited direction. This position performs the duty assignment according to his or her own judgement, requesting supervisory assignments only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion.

Supervision Exercised: Exercise direct, first-level supervision of positions, employees, operations, and activities within the human services department.

The following statements are illustrative of the duties and responsibilities of the position. Custer County retains the right to change the duties and responsibilities on the position.

Job Summary

Provides quality public welfare services to the people of Custer County. While the position manages the administrative operations, programs of the department, on an as-need basis it may also review complex or sensitive cases or complaints; may preside at hearings or investigates as appropriate; make determinations and resolves problems or complaints.

Coordinates with, and ensures compliance of programs and operations with Federal, State, and/or grant guidelines. Oversees all functions of Human Services Department, supervises staff, maintains fiscal oversight, makes sure the department meets state regulations and requirements.

Essential Job Functions:

- Articulates the department's mission, vision and guiding principles that will enhance our ability to achieve desired goals.
- Manages and directs the activities of assigned staff, coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; undertakes disciplinary action as required; conducts performance evaluations.



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- Develops and implements objectives, policies, procedures and long-term goals, and work standards for the department to enhance the operation of the department to ensure compliance with State, and Federal laws.
- Prepares the annual budget for the department and works with the county's financial officer in monitoring expenditures to ensure proper and efficient management of funds.
- Negotiates and administers all contracts for the department.
- Acts as liaison with various State committees.
- Actively participates as a member of various local boards and or committees. Responds to and resolves community issues and complaints relating to social service programs.
- Provides guidance, clarification, and input Health & Human Services concerns and administrative issues. Acts as the primary contact in negotiation and resolution of problems and issues.
- Identifies local Human Service issues and develops programs in response to local needs within State guidelines.
- Establishes, implements, and oversees departmental policies and procedures.
- Acts as primary public relations contact for the department.
- Oversees all case management activities and consults in high risk/profiles cases.
- As needed, plans, assigns, reviews the activities of case workers and may perform case management functions.
- Identifies community social service's needs, develops plans, sets priorities, and coordinates departmental and community activities to effectively address needs.
- Identifies outside funding sources and opportunities and applies for available and desirable grants.
- Schedules all work activities of all operations within the department to ensure timetables are met for specific activities.



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- Interprets departmental policies and programs to staff, administrative bodies, and the community.
- Administers and assures the deliverables are met for all state and federal social services programs.

Peripheral Duties:

- Performs other duties as appropriate or necessary for performance of the job.
- Attends meetings, classes and training.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain a positive working relationship with all County divisions, departments and elected official offices to coordinate department activities with other Counties and Special Districts.

Job Related Knowledge and Skills:

Knowledge of principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.

Knowledge of federal and state laws, statutes, ordinances related to human services programs and activities.

Knowledgeable of theories and principals of casework practice and child protection, theories and child development, and development.

Knowledgeable of principles and practices of human services program development and service delivery.

Knowledgeable of principles and practices of case management.

Knowledgeable of socioeconomic, cultural and community factors related to the provision of human services.

Knowledgeable of funding sources and their requirements for human services programs.

Knowledgeable and understanding of Colorado Children's Code.

Ability to communicate and work with professionals and clients from a variety of ethnic and cultural backgrounds.



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Ability to communicate clearly, professionally and effectively verbally and in writing.

Ability to remain professional, analyze complex situations and respond appropriately under stress.

Ability to work under pressure and/or frequent interruptions.

Ability to read, analyze, and interpret common scientific and technical journal, financial reports, and legal documents.

Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Ability to effectively present information to management, public groups, and other directors.

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Ability to work as a team member.

Ability to complete tasks within established deadlines.

Ability to effectively process and maintain files and prepare reports.

MINIMUM EDUCATION / EXPERIENCE REQUIRED:

Graduation from an accredited college or university with a Bachelor's degree in human services, social work, sociology or related field required. Masters in Social Work (MSW) preferred. Licensed Clinical Social Worker (LCSW) preferred.

Experience and knowledge of family and child case management, State social services programs and activities, financial administration is required.

Five (7) years of work experience in human services operations or similar or related positions. Or an equivalent combination of education and experience required.

License or Certification

Current Driver's License as travel may be required.



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Tools & Equipment Used

This position requires the use of standardized office equipment including but not limited to – desk top computer and associated software.

Working Environment

The duties will usually be handled in an office environment. There will be time spend interacting with staff, preparing reports, interacting with the public and media.

The noise level in the work environment is usually moderately quiet.

Physical Demands

The physical demands of the position must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is required to sit, talk and hear and is frequently required to stand, walk, and use hands to finger dexterity to perform clerical functions of the position. The employee is occasionally required to reach with hands and arms, and must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and /or move up to 50 pounds. Accommodations can be negotiated for physically challenged applicants.

Specific vision abilities required by this position, ability to distinguish objects in low and bright light using visual capacity including peripheral vision, depth perception, color vision and near and far vision.

The employee is frequently required to manipulate office and similar other equipment, tools and materials; and to participate in routine conversation in person or via telephone. This position is occasionally required to stoop, kneel/bending crouching, crawling, twisting, and reaching and reaching.



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All job descriptions have been reviewed to ensure only the essential functions and basic duties have been included. Peripheral tasks, only incidental related to each position, have been included. Requirements, skills and abilities included have been determined to be minimal standards required to successfully perform the position. In no instance however, should the duties, responsibilities and requirements be interpreted as all-inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.

In accordance with Americans with Disabilities Act (ADA), it is possible requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which may pose undue hardships on the organization.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the position change.

Employee Signature

Date