

SNOHOMISH COUNTY JOB DESCRIPTION

DIVISION MANAGER - HUMAN SERVICES

Spec No. 1143

BASIC FUNCTION

Plans, organizes, coordinates and directs the activities of a division of the Department of Human Services. Serves as a member of the Human Services Department core management and strategic planning teams.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Plans, organizes, coordinates and directs the activities of a division of the Department of Human Services.
2. Prepares or supervises the preparation of the division's business, workforce and financial plans, division's annual budget request, and is responsible for the division's work performance within budgeted allocations.
3. Supervises and evaluates the work of supervisors, team leads and subordinate employees; advises, assists and trains subordinates as necessary; reviews and evaluates the team contribution and work performance; develops performance measures and standards; makes recommendations regarding the hiring, discipline, transfer and termination of employees.
4. Develops division work plan: establishes staffing and scheduling requirements; monitors progress; reviews staff decisions in relation to applicable codes and department and division policies, goals, and objectives.
5. Establishes and maintains positive communication with organizations which finance or deliver services related to division; establishes and maintains positive communications with individuals who advocate for and monitor the quality of services which the division delivers.
6. Prepares, maintains, supervises the preparation and maintenance of reports and records of division's work performance and production; evaluates division operations and initiates changes as necessary; develops and recommends operational policies and procedures as necessary.
7. Promotes customer service and good public relations; coordinates division operations and activities with other divisions of the department, other county departments, and outside agencies as required; may represent the department at public meetings and hearings or before the County Council and various community groups.
8. Develops processes and manuals for the division's operations, programs, projects and systems.
9. Contributes to the development and annual updating of the Department's strategic plan; works with management team and staff to ensure plan goals and objectives are achieved on schedule and within budget; assists the Director in the management and leadership of the Department.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

10. Manages the preparation of grant applications and related documents; maintains liaison with representatives of funding agencies and negotiates resource capabilities.
11. Manages the development, negotiating, monitoring and administration of contracts and service agreements with state and regional officials and with program subcontractors.
12. Involves representatives of community boards in planning for program services; provides staffing and technical assistance for selected community boards and commissions; develops community coalitions and collaborative efforts.
13. Performs related duties as required.

When Assigned to Administrative Services Division:

14. Manages the functions of departmental finance, budgeting, human resources, training, and technology.
15. Coordinates programs with the other divisions of the department.
16. Represents the department with other county agencies including the departments of Finance, Human Resources, Facilities, and Information Services.

MINIMUM QUALIFICATIONS

A bachelors degree in business or public administration, one of the social sciences, or a closely related field; AND, four (4) years of experience in social service work including at least two (2) years of supervisory or administrative work; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid State of Washington Driver's License is required for employment.

KNOWLEDGE AND ABILITIES

Knowledge of:

- the theory, principles and practices of program planning, organization and public administration
- relevant laws, rules, regulations and legislation governing various human services projects and programs

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KNOWLEDGE AND ABILITIES (Continued)

- the principles, practices and procedures associated with governmental budget and grant preparation, accounting, and administration
- the principles and practices of contract negotiation and administration
- the principles and practices of management and personnel administration
- the methods and techniques used in conducting needs assessment and preparing service delivery plans
- the needs and concerns of client populations
- the literature, trends and developments in the human services field
- communication, marketing and public and media relations
- principles and practices of modern management, including team development and empowerment
- the effects of ethnic and cultural diversity in programming and in staff development

Ability to:

- develop, support, and inspire others to participate and contribute to a shared vision of customer service, integrity and accountability
- lead people in complex work production
- inspire trust and confidence
- empower decision making, problem solving and growth through change
- effectively plan, coordinate, and direct the operations and activities of division
- effectively supervise, develop, train, and evaluate the work of employees
- manage programs through program plans, resource allocations, and budget controls
- allocate and make effective use of available resources
- exert leadership skills in a cooperative team atmosphere
- develop creativity and independence in subordinate supervisory staff
- assess the potential impact of social and economic trends on assigned programs
- prepare and administer the division's budget, work plan and business plans
- work cooperatively and productively with other members of the management team to accomplish the goals and objectives of the Department's strategic plan
- assess the relative advantages and disadvantages of alternative courses of action
- analyze, and evaluate the social and political impacts and consequences of administrative policies and actions
- gather, analyze, synthesize and evaluate a variety of data including statistical data
- read, interpret and apply federal, state and local laws, rules and regulations
- analyze and evaluate operations and take effective action to correct deficiencies and resolve problems
- establish and maintain effective relationships with elected officials, representatives of community boards, department heads, associates, subordinates, representatives of other agencies, and with the general public
- communicate effectively, and articulate clearly, both orally and in writing, using appropriate humor, active listening skills, and an open style

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KNOWLEDGE AND ABILITIES (Continued)

- prepare a variety of correspondence, reports and other written materials including grant applications and related documents
- work with persons and programs of diverse economic, ethnic, and cultural backgrounds;
- utilize staff skills in achieving program results
- work as an integral and effective member of the Department's management team
- work under pressure and delegate responsibility effectively

SUPERVISION

This employee reports directly to the Director of the Human Services Department and is responsible for all operations and activities of a division. The employee exercises considerable independent judgement. The employee is responsible for the development of budgets, work plans, work performance and product/service delivery of the division. Performance is evaluated through conferences, periodic reports and results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment with frequent field trips to locations throughout the county and region for purposes such as attending community meetings and coordinating program activities. The employee is required to work evenings, weekends and holidays as necessary.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: November 2006

EEO Category: 1 - Officials and Administrators

Pay Grade: 112 - Management Exempt Pay Plan

Workers Comp: 5306 Non-Hazardous