

DRAFT
TOWN OF CANTON

TITLE: Human Services Director **CLASS:** Exempt

DEPARTMENT: Human Services Department **DATE:**

POSITION DESCRIPTION

The Human Services Director (hereinafter referred to as “Director”) operates under the administrative and functional direction of the Chief Administrative Officer. The Director plans, organizes coordinates and implements a comprehensive approach to the delivery of social services for youth, adults, seniors and their families. Service areas include, but are not limited to prevention and positive development, community education, basic need assistance, crisis intervention, medical transportation, senior services, social work intake and referral.

SUPERVISION RECEIVED

The Director reports to and works under the general guidance and supervision of the Chief Administrative Officer.

ESSENTIAL JOB FUNCTIONS (EXAMPLES)

- Formulates and develops a comprehensive network of social services for the Town.
- Evaluates the effectiveness of social programs and the needs of the community; develops short term and long range goals and objectives; presents new programs and develops policies and procedures for operations.
- Represents the Town on various Boards and Commissions or at specific agency meetings to advocate for youth and social services; serves as liaison to many community organizations; coordinates department activities with various public, non-profit and private agencies.
- Provides direct case management services to various clients, keeps and maintain confidential client records, develop and maintain list of resources available, follow up with clients via phone or home/school visits.
- Provide crisis intervention services and makes referrals to appropriate agencies.
- Coordinate counseling services that may be provided by Town contracted counselors
- Prepare and implement administrative policies as needed.
- Provides guidance and supervision to Department staff and volunteers.
- Provides information regarding community needs to local and state organizations through presentations and reports.
- Provides intake services for local programs and organizations, including but not limited to Canton Food Bank, Holiday Giving Program, Canton Fuel Bank and Focus on Canton.
- Available after normal hours to respond to town-wide emergencies and client crisis assistance.
- Submits oral and written reports to Town officials and state agencies as required.
- Screen and accept applications for entitlement programs; determines eligibility for emergency and assistance programs including: fuel assistance, local assistance funds, food bank, rental assistance and holiday sponsorship programs, etc.
- Shall act as the Municipal Agent for the Elderly for the State of Connecticut.
- Provides trainings and workshops in collaboration with other professionals surrounding senior safety, social services resources and working with older adults & with individuals with special needs.

- Prepare department budget and oversees its implementation and expenditure throughout the fiscal year.
- Oversees the assessment of community needs social services and the development of programs to meet those needs.
- Develops new resources and partnerships, collaborating with federal, state, local and non-profit organizations to meet the social service needs of the community.
- Participates in development of regional programs and initiatives with colleagues from neighboring communities.
- Participates in professional organizations and related continuing education programs to stay current with developments in the human services field.
- Make appropriate referrals for private and government social programs.
- Prioritizes use of available funding and social service programs.
- Performs related work as required and/or requested by the Chief Administrative Officer

ADDITIONAL JOB FUNCTIONS

- Services as coordinator for the Emergency Shelter located at the Community Center.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Commitment to excellence in customer service.
- Thorough knowledge of the principles and practices of professional social work methods such as intake processes, counseling, casework and treatment plans assessments.
- Thorough knowledge of the principles and practices of youth and family counseling methods;
- Knowledge of principles, practices trends and issues of municipal social service programs and administration.
- Knowledge of grant writing and administration.
- Thorough knowledge of State Statutes and eligibility requirements for public assistance programs as well as legislation relating to the youth, disabled, seniors and other social services.
- Thorough knowledge of available town, state, federal and private resources.
- Knowledge of general social, economic, and health needs of the aging and the resources required to meet those needs.
- Ability to prepare reports in oral and written form.
- Ability to prepare and administer an operating budget.
- Ability to initiate, organize and follow through on comprehensive programs and projects.
- Ability to deal effectively with senior citizens and their advocates, elected and appointed officials, contract providers, employees and the general public.
- Ability to communicate effectively, both orally and in writing.
- Ability to act calmly and effectively in emergency situations.
- Ability to effectively maintain confidentiality in all aspects of the position.
- Ability to supervise, develop and monitor budgets.
- Ability to prepare administrative reports in a clear, logical manner.
- Ability for working with and explaining laws, programs and regulations to people.
- Aptitude for working with families and youth and maintaining effective working relationships with various groups.
- Ability to collaborate with other public agencies on programs at a local, regional, state and national level.
- Ability to interpret and apply regulations, policies and procedures.
- Knowledge and ability to analyze problems and develop and implement programs and activities to address these problems.

- Ability to make decisions on resource allocation and programs in an environment of limited resources and competing claims.

REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions. The employee will be required to provide his/ her own transportation.

- Requires ability to sit at a desk or to stand and work continuously for extended periods of time.
- May require additional hours beyond regularly scheduled work day to meet cyclical workload.
- Work may include extended periods of time viewing a computer video monitor and/ or operating a keyboard.
- Ability to work under stress from contact with public, demanding deadlines and changing priorities and conditions.
- Ability to hear normal sounds with some background noise and to communicate effectively.
- Ability to concentrate on fine detail with constant interruption and to attend to task/ function for more than 60 minutes at a time.
- Ability to remember multiple task/ assignments given to self and others over long periods of time.

REQUIRED MINIMUM QUALIFICATIONS

Must have a Master's degree in social work or related degree from an accredited college or program and have over four (4) years of experience in social work agencies, youth service agencies or related work experience including over 3 years of supervisory experience or any equivalent combination of education, training and work experience

LICENSE OR CERTIFICATE:

- Must possess a valid driver's license.
- Licensed Clinical Social Worker (LCSW) or equivalent is preferred.

Note: The above description is illustrative only. It is not meant to be all-inclusive.

I understand that nothing in this position description restricts the Town's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the Town Administration's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.