

# DIRECTOR OF SOCIAL SERVICES



## GENERAL DEFINITION

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The essential function of the position within the organization is to direct, plan, organize, and formulate local policy for the Franklin County Department of Social Services. Work involves the responsibility for planning, organizing, directing, and coordinating the Social Services division. Work includes responsibility for program development, personnel management, fiscal management, and public relations. Incumbent insures full utilization of community resources and participates in the development of new resources. The position is responsible for budgetary responsibility, coordination of community resources, making final personnel decisions, directing staff, preparation of grant applications, and implementing programs. The position formulates long range goals for the organization; develops policy and position papers and develops partnerships within the community to achieve the department's goals. Responsibilities include accountability based on measurable cost effective results for the substance, efficiency, productivity and quality of activities performed.

## ORGANIZATIONAL RELATIONSHIP

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The Director of Social Services reports to the Franklin County Board of Social Services and oversees all Social Services department staff. The incumbent has direct supervision of all Social Services Department Managers. The Director of Social Services also maintains working relationships with Franklin County Administration and the State Department of Social Services.

## TYPICAL TASKS

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- Plans, coordinates, directs and reviews human services programs provided through Social Services;
- Directs the daily operations of the Franklin County Department of Social Services;
- Monitors upcoming federal and state legislation and policy decisions to aid in planning;
- Synthesizes or integrates analysis of data or information to discover facts or develop knowledge or interpretations; and modifies policies, procedures, or methodologies based on findings;
- Creates and implements strategic planning;
- Interprets agency purpose and evaluates effectiveness of community programs;
- Determines policies and defines scope of departmental services to be rendered within legislative regulations;
- Advises the Franklin County Social Services Board and other agencies, as appropriate, of challenges along with strategies for addressing them;
- Seeks and establishes collaborative relationships with outside agencies, community groups, etc. and takes a leadership role in developing multi-agency responses to community needs;
- Anticipates problems, issues and opportunities related to human services and recommends appropriate actions to address such problems and issues;
- Oversees financial operations, including preparation and justification of the budget and handling of agency funds;
- Performs human resources functions and prepares related paperwork, including interviewing, hiring, training, assessing and directing subordinate staff;
- Ensures compliance with applicable County and State policies, procedures and rules;
- Keeps the Franklin County Board of Social Services informed and receives approvals and direction, as needed;
- Performs other duties as may be assigned.

## ESSENTIAL KNOWLEDGES, SKILLS AND ABILITIES

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- Thorough knowledge and demonstrated skills in high-level leadership abilities.
- Thorough knowledge and demonstrated ability to provide emergency operations management.
- Thorough knowledge in development of Strategic Management Plans and their implementation.
- Thorough knowledge of individual and group behavior.
- Thorough knowledge of theory, principles, and practices of social work.
- Thorough knowledge of management principles and practices.
- Thorough knowledge of current social, economic, and health issues.

- Considerable knowledge of literature in the field of social work, including special treatment methods used in cases of abuse and neglect, child abuse and neglect, adult/family dysfunctionality, normal and abnormal behavior, daycare, and employment.
- Considerable knowledge of mental illnesses, mental retardation, corrections, vocational rehabilitation, and other areas of social concern.
- Ability to apply casework and group work philosophy, methods, and practice.
- Ability to plan and coordinate new program development and to redesign programs to meet changing social needs and concerns.
- Ability to supervise and help people to achieve their potential.
- Must be able to negotiate and resolve conflicts.
- Ability to interpret and apply laws, policies, and regulations related to the delivery of human services, including policies relating to personnel delivering the services.
- Ability to work effectively with staff, ancillary agencies, County Administration, and the public.
- Must possess excellent verbal and written communication skills, must be able to work both as a leader and as part of a team; including team building skills with demonstrated experience in training, organizing, motivating and task management and ability to adapt work habits and procedures as necessary to accommodate the organization.
- Ability to analyze and establish appropriate budgets to meet agency needs, including budget presentation experience.
- Must be able to define problems, collect data, establish facts and draw valid conclusions.
- Must be able to utilize office software, including email, word processing and spreadsheets.

## **TRAINING, EDUCATION AND EXPERIENCE**

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Graduation from an accredited college or university with a Bachelor's Degree in Social Work, Public Administration or related field and six (6) years of progressive supervisory/administrative experience required. Master's Degree preferred. Additional education may be substituted for experience where applicable.

## **SPECIAL REQUIREMENTS AND RELATED OBLIGATIONS**

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### **Licenses and Certificates –**

The successful applicant must meet the minimum requirements for the position as defined by the Virginia Department of Social Services.

## **PHYSICAL DEMANDS**

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Must be able to sit for long periods of time while operating a computer and telephone.

## **WORK ENVIRONMENT**

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In general the job is performed in a climate controlled office setting.

**This description provides information regarding the essential functions of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments such an individual may be given.**

**FLSA Status:**                      X   Exempt  
           Non-Exempt