

## **DIRECTOR, COMMUNITY SERVICES**

### **JOB PURPOSE AND SUMMARY**

Department director position administering the Community Services functions of public mental health treatment (both outpatient and inpatient), chemical dependency treatment (both outpatient and inpatient), integrated services for individuals with co-occurring substance abuse and mental health disorders, housing, veteran services, rehab and weatherization, developmental disabilities, youth services, and consumer advocacy. This critical position reports directly to the County Administrator and is responsible for directing the county's community service operations, programs, and activities.

The director works in collaboration with county leadership, federal and state agencies, city officials, managers and staff, and community stakeholders to determine overall departmental organization, mission, core services and allocation of financial, human and capital resources; develops and improves funding mechanisms and resources, ensures that all programs are within budget, cost effective, and culturally and linguistically appropriate; encourages training and career development activities to enhance the skills of the department's workforce; and develops and sustains effective community and professional relationships and partnerships to implement and support community service initiatives. The director partners with state agencies, other county departments, outside local agencies, non-profits and the public; provides support to the County Administrator as part of the county's senior management decision-making team; and develops/manages staff.

### **KEY OR TYPICAL TASKS AND RESPONSIBILITIES**

The director performs or oversees the performance of the following functions, in consultation and coordination with the Board of County Commissioners, County Administrator, other elected officials of the County and department management and staff:

- Determines overall department organization, mission, core services and allocation of financial, human and capital resources. Develops and manages short- and long-term department goals and priorities.
- Guides and leads the development, interpretation and application of policies and practices within each of the department's functional areas.
- Measures and evaluates departmental, divisional and individual performance and effectiveness.
- Develops and maintains effective personal and department-level working relationships, with other governments, other County departments, community organizations, neighborhood

groups and individual citizens. Represents the department in relations with state, federal and local agencies.

- Develops and oversees policies, programs and activities involving community relations, community education and public information. Promotes optimum community participation and input into department activities and manages the department's relations with print and electronic media.
- Fiscal management including development and presentation of the department's operating budget, monitoring of revenues and expenditures, development or improvement of funding mechanisms and sources, ensuring that all programs are within budget and as cost effective as possible.
- Human resource management functions including recruitment and selection of staff, establishing and communicating department goals and performance expectations, monitoring and evaluating performance, training, compensation and salary administration, motivation and employee relations, and career development activities, corrective action, labor relations and other associated activities.
- All other expected and typical managerial functions including capital resources and facilities management, technology use and management, vehicles and equipment and all administration and record keeping.

### **KEY PERFORMANCE INDICATORS**

- Department and division performance in relation to service needs and demands.
- Effectiveness of resource allocation and financial management.
- Human resources productivity, cost-effectiveness, organizational climate.
- Effectiveness of organizational structure, policies and procedures.
- Effective use of technology and automation.
- Quality of external community relations and public involvement.
- Quality of internal county communications and coordination.
- Foresight and proactive planning.
- Interpersonal, oral and written communication skill.
- Good judgment on politically sensitive issues.

- Ensures programs are culturally and linguistically appropriate for diverse population.

## **QUALIFICATIONS**

Bachelor's degree and at least 8 years of responsible management experience directing community service programs and services. A Master's degree in public administration or a related social service field is highly desirable. Work history should reflect expertise and commitment to public involvement and participation, excellent leadership and interpersonal communication skills, and strong written communication and public presentation skills. The ideal experience will provide a thorough knowledge of community services and developing and improving funding mechanisms and sources. Personal traits such as integrity, professionalism, creative thinking, flexibility, active listening and collaboration will contribute to the individual's success.

Knowledge of: all pertinent local, state and federal laws and codes and regulations; community service programs and activities including public mental health treatment (both outpatient and inpatient), chemical dependency treatment (both outpatient and inpatient), integrated services for individuals with co-occurring substance abuse and mental health disorders, housing, veteran services, rehab and weatherization, developmental disabilities, youth services, and consumer advocacy; modern and complex principles and practices of community services; principles and practices of public administration; methods and techniques of effective public presentation and group process/participation; research methods and sources of information related to programs; principles of budget preparation and control; and principles of supervision, training, and performance evaluation.

Ability to: strategically lead a complex set of programs with a highly skilled staff; manage and coordinate the work of supervisory, professional and technical personnel; select, supervise, and train managers and staff; promote staff and team development and high performance by assuring regular, effective and consistent feedback and evaluation; interpret and explain policies and procedures; analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals; work effectively with management staff and community stakeholders from various ethnic and cultural backgrounds; identify, coordinate, and resolve a wide variety of interests in the development of policy; ensure program compliance with federal, state, and local rules, laws, and regulations; maintain current knowledge for assigned areas and adapt to new technologies, keeping personal and technical skills up to date; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with county and other government officials, community groups, and the general public; develop and sustain partnerships to enhance and carry out community services initiatives; and embrace the principles of recovery in client populations.

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