

# SNOHOMISH COUNTY JOB DESCRIPTION

## HUMAN SERVICES, DIRECTOR OF

Spec No. 1057

### BASIC FUNCTION

To plan, organize, coordinate and direct the operations of the Department of Human Services, through coordination and involvement with local, state and federal agencies, as well as multiple local organizations.

### STATEMENT OF ESSENTIAL JOB DUTIES

1. Plans, organizes, coordinates and directs the operations of the department including the Aging, Community Services, Mental Health, Developmental Disabilities, Alcohol and Other Drugs Early Learning, WSU Extension and housing and homeless programs. Coordinates departmental operations with other county departments and with multiple outside agencies as necessary.
2. Develops and manages the annual departmental budget process; supervises the preparation of departmental program plans, goals, objectives and funding requests including state and federal grant applications; administers the approved departmental budget.
3. Plans, coordinates, supervises and evaluates the work of subordinate supervisors and staff; advises and assists subordinates as necessary; selects, hires, promotes, disciplines and terminates subordinate employees as necessary.
4. Reviews and evaluates the organization to achieve integration, cooperation and efficiency; establishes appropriate policies, practices, and procedures to ensure coordination within the department and with other partners.
5. Confers with and advises the County Executive or designee on various issues and problems concerning the department; represents the Executive before the County Council, state and federal agencies, as well as various advisory boards and other agencies, as directed.

### STATEMENT OF OTHER JOB DUTIES

6. Performs related duties as required, including preparing and presenting legislative testimony; coordinating with federal, state and city governments regarding policy issues; coordinating with multiple community organizations to carry out the department mission and working with the media.

### MINIMUM QUALIFICATIONS

A Bachelor's degree AND, four (4) years of management experience in a field related to human services; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Prior experience in a governmental human services program is preferred. Must pass job related tests.

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### KNOWLEDGE AND ABILITIES

Knowledge of:

- the public-policy making process and the political factors that affect this process
- federal, state, and local human services programs and funding sources
- the critical issues affecting current human services programs
- total quality concepts and techniques and how to implement them
- the principles and practices of strategic planning and budget development
- the principles and practices of sound fiscal management and the requirements of public stewardship
- strategies for implementing and maintaining effective and efficient organizational systems
- methods for building a competent, empowered, and diverse work force
- the interface between human services programs, health care, criminal justice and education systems
- union bargaining process
- basic program evaluation and research processes
- the federal Affordable Care Act and how health reform is being implemented in Washington State

Ability to:

- lead internal and external groups to accomplish departmental goals
- maintain high personal standards for ethical behavior and personal integrity
- use effective interpersonal skills, including verbal and written communication and listening skills
- establish and communicate a compelling mission and purpose for the department that is consistent with the County Executive's mission and goals for the county
- understand the overall political context in which the department operates and apply this understanding to the decision making process
- establish and maintain effective working relationships with the County Executive, County Council, other elected officials, funders, contractors and other partners
- effectively manage the department with an emphasis on quality and customer service
- create an organizational climate which supports the development of a competent, diverse and empowered work force and promotes teamwork
- ensure that organizational processes are in compliance with county, state and federal laws and regulations
- structure the organization to achieve integration, cooperation and efficiency and achieve program outcomes
- manage department resources so that they are devoted to top priorities but can be responsive to changing circumstances
- evaluate efforts and provide feedback to staff and community on results
- understand and work with local communities and community organizations

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### KNOWLEDGE AND ABILITIES (Continued)

- conduct community presentations and legislative testimony
- manage complex personnel issues in a union shop
- see and understand how departmental services fit into the broader community-vision
- manage stressful situations involving multiple groups
- build trust relationships with elected officials, governmental agencies, contractors, community leaders and other partners
- move controversial issues forward in a political environment
- delegate authority when necessary and appropriate
- respect diversity and inclusion

### SUPERVISION

The employee reports directly to the County Executive through the Deputy Executive. The employee is responsible for all operations of the Department of Human Services and is held accountable for the attainment of program goals and objectives. The work is performed in accordance with the Snohomish County Code and with various state and federal laws, contractual requirements, and regulations. The employee exercises considerable independent judgment and initiative in planning programs, organizing the work, and in resolving various administrative and technical problems. The work is reviewed to determine program effectiveness and to ensure compliance with Executive policies and procedures.

### WORKING CONDITIONS

The work is performed in the usual office environment with frequent travel to other locations for the purpose of attending meetings, and coordinating departmental operations. Some out of county travel is required. 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 1982

Previous Spec No. 210060

Revised: April 1984, June 1994, October 2014; March 2016

EEO Category: 1- Officials and Administrators

Pay Grade: 115 Management Exempt Pay Plan

Workers Comp: 5306 Non-Hazardous