

Department:	Social Services	Pay Grade:	E82
Reports To:	County Administrator	FLSA Status:	Exempt/Discretionary
Last Revised:	01/2022	Last Reviewed:	01/2022
Job Code:	1963	Position Code	2067
Telework Approved:	Situational Approved		

GENERAL STATEMENT OF DUTIES

Oversees the operation of the Department of Social Services to ensure compliance with State laws and regulations and alignment with County goals and objectives. Provides leadership in policy development, strategic planning and public/private collaboration to effectively provide the delivery of social services. Ensures that the appropriate resources are made available to meet the social and financial needs of individuals and families, and that children and adults are protected from abuse and neglect through the effective and proactive administration of programs including: Child Protective Services, Adult Protective Services, Foster Care and Adoptions, Employment and Training Initiatives, Workforce Development, Temporary Assistance to Needy Families (TANF), Medicaid, Food Stamps (SNAP), Child Care Assistance. These functions are performed under the general direction of the County Administrator. Performs other duties as required.

ESSENTIAL JOB FUNCTIONS

- Administers financial assistance and social service programs in accordance with State and Federal law.
- Develops agency objectives and establishes strategic, operational and service goals
- Develops and maintains appropriate departmental organizational structure and staffing to support the service needs of the public and cooperate with other agencies.
- Directs the development of the annual operating budget and utilizes funds to effectively and efficiently accomplish the mission of the department.
- Keeps current with trends and issues in the Social Services field
- Promotes and oversees functional cooperative relationships between Social Services and external entities, including governments, authorities and partner organizations. Oversees staffing, including recruitment, supervision, scheduling, development, evaluation and disciplinary actions.
- Develops agency policies, plans and procedures
- Projects resource requirements
- Works with the local Advisory board to communicate Social Services programs and policies
- Supervises and trains staff directly and indirectly
- Makes final decisions on hiring, promoting, transferring, disciplining and dismissing employees
- Ensures proper and timely maintenance of records and completion of reports
- Reviews specific problems in social service or eligibility policy and procedures
- Evaluates agency and program effectiveness and procedural efficiency

- Monitors social, economic, and demographic trends in the community
- Serves on Community Policy and Management Team
- Develops and promotes collaborative partnerships with two Community Policy and Management Teams, three police departments and two school divisions

POSITION REQUIREMENTS/PREFERENCES

Education	<p><u>Required:</u> Bachelor's degree from an accredited college or university with major coursework in social work, psychology, counseling, or related field</p> <p><u>Preferred:</u> Master's degree in any of the above fields.</p>
Experience	<p><u>Required:</u> Ten years human services experience with five years at the senior management level.</p>
Certifications/ Licenses	<p><u>Required:</u> Valid Virginia's driver's license with good driving record</p>
Knowledge, Skills and Abilities	<ul style="list-style-type: none">• Comprehensive knowledge of principles, practices, processes, and management methods for the delivery of public assistance programs and social services• Extensive knowledge of applicable laws and regulations• Thorough knowledge of human resource management principles, practices, and procedures• Ability to set and manage priorities judiciously• Ability to communicate effectively orally and in writing and to present ideas in an audience appropriate manner• Ability to establish and maintain effective interpersonal relationships• Ability to analyze, evaluate, and solve problems with keen attention to detail, options and ramifications• Ability to motivate in a team-oriented, collaborative environment with various sources of pressure• Ability to plan, develop and manage policies and procedures; ability to plan and evaluate the needs of an organization with regards to the budget priorities• Ability to analyze financial and statistical data and draw reasonable conclusions• Ability to interpret laws, policies and regulations sufficiently to administer programs• Ability to prepare and administer budget• Ability to respond to inquiries from the staff, board, clients and media• Ability to clarify and explain social services programs, policies and laws and to coordinate programs within the community and organization• Ability to supervise others, utilizing the principles of human behavior and group dynamics• Ability to assess work performance• Ability to manage personnel practices and procedures sufficiently

to comply with federal, state, and local laws regarding hiring, dismissals, promotions, disciplinary actions and grievances

- Ability to write in a clear, concise and logical manner and to prepare grant proposals and press releases
- Ability to develop, implement and evaluate automated information systems and operate a computer

Additional Requirements

Subject to complete criminal history background search with acceptable results. Must also be able to perform the job as described in the Physical and Environmental Demands section of this job description.

Supervisory Responsibilities

Supervision is exercised over a large group of subordinate clerical, technical, and professional employees. Supervises joint Roanoke County/Salem Comprehensive Services Act office.

OVERALL PHYSICAL STRENGTH DEMAND

SEDENTARY Lift and/or exert force up to 10 lbs. occasionally or insignificant weights frequently; sitting most of the time.

PHYSICAL DEMANDS

C = Continuously 5.5 to 8+ hours daily F = Frequently 2.5 to 5.5 hours daily O = Occasionally Up to 2.5 hours daily R = Rarely Less than 1 hour per week N = Never Never occurs

Code	Physical Demand	Code	Physical Demand
F	Standing	C	Sitting
F	Walking	R	Lifting
R	Carrying	R	Pushing/Pulling
F	Reaching	F	Handling
C	Fine Dexterity	R	Kneeling
R	Crouching	R	Crawling
R	Bending	R	Twisting
R	Climbing	R	Balancing
C	Vision (Correction Required)	C	Hearing
F	Talking	R	Foot Controls (driving, operation of equip, etc.)

ENVIRONMENTAL FACTORS

D = Daily W = Several Times Per Week M = Several Times Per Month S = Seasonally R - Rarely N = Never

Code	Health and Safety	Code	Environmental Factors
N	Mechanical Hazards	R	Dirt and Dust
N	Chemical Hazards	R	Extreme Temperatures
N	Electrical Hazards	R	Noise and Vibration
N	Fire Hazards	R	Fumes and Odors
N	Explosives	R	Wetness/Humidity
R	Communicable Diseases	N	Darkness or Poor Lighting
R	Physical Danger or Abuse		

PRIMARY WORK LOCATION

Office Environment

MACHINES, TOOLS, EQUIPMENT, WORK AIDS

Computer Equipment, Office Equipment

PROTECTIVE EQUIPMENT REQUIRED

None