

<b>Department:</b>	Adult & Family Services	<b>Job Series:</b>	Manager/Administrator
<b>Division:</b>	Human Services	<b>Job Class:</b>	Manager
<b>FLSA:</b>	Exempt	<b>Job Grade:</b>	
<b>EEO-4:</b>	Professionals	<b>Date:</b>	January, 2019

**CLASS DEFINITION:**

Manager title covers job classes responsible for managing a defined work group/division/department, including planning, executing, controlling, and evaluating human and financial resources. This position serves at the appointment of the Human Services Director

**SUMMARY:**

Under general supervision of the Director of Human Services or designee, provides leadership, direction, and overall administrative oversight to the adult and family services programs of the Kit Carson County Human Services department; promotes the vision, mission, practices and promises for the programs, and leads the integration of service delivery with regional stakeholders; manages staff. Duties may vary according to job assignment.

**ESSENTIAL FUNCTIONS:**

*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Able to carry out all duties related to caseworker I-III on an as needed basis
- Manages the adult and family services programs and staff for the Kit Carson County Human Services department and assures compliance with federal and state regulations.
- Leads the development and delivery of protection and prevention services for families in need.
- Manages staff, tracks and reviews work activities, and evaluates work performance; trains employees, and provides direction and guidance on technical and policy issues.
- Meets regularly with staff to discuss and resolve workload and technical issues, project status, quality standards, work schedules, customer service issues, and program/compliance issues.
- Develops, recommends, implements, and evaluates adult and family services policies and programs.
- Evaluates case work and results; oversees records, database, and program services for Human Services clients.
- Assures all operational issues are properly communicated, addressed, and resolved.
- Manages inter-governmental and service delivery agreements.
- Provides outreach to the community and other regional human services programs.
- Assists staff to develop client improvement plans and goals, using knowledge of human services theories, practices, state laws, assistance programs, and community services.

- Updates and maintains a variety of files, records, and other documents; gathers, compiles, and synthesizes data for reporting purposes; develops and prepares summary and status reports.
- Coordinates resolution of clients' needs and technical issues with community partners, service providers, legal system representatives, and law enforcement agencies.
- Supports the relationship between Kit Carson County government and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and County staff; maintains confidentiality of work-related issues and County information; performs other duties as required or assigned.
- Acts as an EBT Issuance Clerk as assigned and submits all required EBT forms to EBT manager
- Maintains regular and reliable attendance.

### **MINIMUM QUALIFICATIONS:**

#### **Education and Experience:**

Bachelor's Degree required; Master's Degree in Social Work or closely related field will be given consideration; AND five years of human services case work experience OR an equivalent combination of education, training, and experience will be considered.

#### **Required Licenses or Certifications:**

- Must possess a valid Colorado Driver's License and acceptable Motor Vehicle Record.
- Registration as a Licensed Social Worker (LSW) by Colorado State Board of Social Work Examiners will be given consideration.
- CDHS Supervisor Certification in Adult Protection and Child Welfare required within 1 year

### **KNOWLEDGE AND SKILLS:**

#### **Knowledge of:**

- County policies and procedures.
- State and federal laws and regulations governing child and adult protective services practices.
- Professional counseling and social work methods, practices, and procedures.
- Underlying social and physical factors facing client groups, and strategies to resolve core issues.
- Case management methods, practices, and procedures for assigned client population.
- Record keeping and records management rules and standards.
- Techniques and practices for efficient and cost effective management of resources.
- Local community issues and regional community resources available to citizens.

#### **Knowledge of (Job Class Standard):**

- Professional and technical writing methods and practices.
- Project management principles, practices, and methods.
- Fiscal and budgetary management and tracking.
- Organizational and community planning.

**Skill in:**

- Interpreting and applying federal and state regulations, and County policies and procedures.
- Assessing and evaluating social problems, providing outreach and advocacy services, and making recommendations based on observations and interviews.
- Working effectively with others to develop solutions.
- Monitoring and controlling the confidentiality of Human Services files and reports.
- Using initiative, independent judgment, tact, and prudence within established procedural guidelines.
- Interacting with people of different social, economic, and ethnic backgrounds.

**Skill in (Job Class Standard):**

- Supervising staff, and delegating tasks and authority.
- Communicating effectively both verbally and in writing.
- Handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Working efficiently both independently and as part of a team.
- Organizing and prioritizing work to meet deadlines.
- Developing, understanding, interpreting, and communicating policies and procedures.
- Establishing and maintaining effective working relationships with co-workers and other regional human services agencies and community partners.
- Utilizing standard personal computer software programs and specialized state and county software.

**Requirements in the Workplace:**

- Must have and maintain a valid Colorado driver's license with acceptable driving history
- Must be 21 years of age or older
- Use county vehicle for necessary travel
- Assist with county fair activities once a year
- ICS Training within first year of employment (ICS 100)
  - ICS 200 and 700 preferred
- Must sign department confidentiality agreement on an annual basis
- Basic knowledge of computer systems and software
- May share office space with other employees
- Attend CDHS training case worker certification/supervision academy within one year of employment
- Attend 40 hours of continuing education annually
- Ability to type a minimum of 40 words per minute
- Within 6 months of caseworker certification – be familiar with essential functions and be able to operate independently with occasional supervision and support
- Be able to communicate and perform essential functions under stressful circumstances when needed.
- Work is generally confined to standard office environment but in emergency situations may be adapted to Emergency Operations Center (EOC) protocols

- Field contacts may be conducted in homes that are under assessment for cleanliness and/or other child neglect concerns.
- Subject to random drug/alcohol testing per county policy

**PRE-EMPLOYMENT ASSESSMENTS:**

- Structured interview and written assessment
- Drug and alcohol testing is required
- Must pass a background check to include but not limited to:
  - CBI/FBI fingerprint check
  - Driving record check
  - Employment verification
  - Education verification
  - TRAILS/APS Check

**PHYSICAL DEMANDS:**

The following are some of the physical demands commonly associated with this position.

- VISION - Individual must be able to read handwritten or printed material.
- HEARING - Individual must possess average hearing ability. The noise level in the work environment is usually moderate.
- LIFTING - Must be able to lift, carry, push or pull a minimum of 45 pounds.
- MOBILITY - Spends 40% of the time sitting, 40% standing, and 20% walking while at work, although this may vary. Occasionally stoops, kneels, balances, reaches, crawls, and crouches while performing manual duties.
- DEXTERITY - Frequent use of eye, hand, and finger coordination enabling the use of automated machinery.
- COMMUNICATION - Individual must be able to clearly understand the English language and be understood while speaking the English language.
- DRIVING - Individual must be able to operate a motor vehicle.

**BENEFITS:**

Full time employees will receive a full benefit package as provided by the Kit Carson County Board of Commissioners Part-time, temporary or seasonal employees do not receive benefits.

**PROBATIONARY PERIOD AND ASSESSMENT:**

Employees in this job classification will serve a probationary period from the date of hire until six months after initial caseworker certification by the State of Colorado. If an employee is a currently certified caseworker in the State of Colorado, the probation period is six months from date of hire. Employees will receive a job performance assessment at the end of the probationary period, followed by annual assessments thereafter.

**EQUAL OPPORTUNITY:**

Kit Carson County is an Equal Opportunity Employer. All persons receiving compensation from Kit Carson County through payroll are considered employees of Kit Carson County and are expected to adhere to Kit Carson County's Employment Policies.

**EMPLOYEE JOB DESCRIPTION ACKNOWLEDGEMENT**

Kit Carson County Department of Human Services

**THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT:**

Nothing in this job description restricts Kit Carson County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate. This does not constitute a contract, written or implied, between the County and any County employee. No employee should consider these guidelines as a contract. Kit Carson County does not guarantee any specific term or length of employment. All employees of the County are "at will employees".

I, \_\_\_\_\_ have read the above job description for the Kit Carson County Department of Human Services. To the best of my knowledge, I am able to perform all duties of the job as described.

JOB TITLE: \_\_\_\_\_

\_\_\_\_\_  
Employee/Applicant:

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Supervisor:

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Director:

\_\_\_\_\_  
Date:

## Vacancy Announcement

**Human Services Adult & Family Services Program Manager**

The Kit Carson County Department of Human Services currently has a vacancy for an Adult & Family Services Program Manager. If you are a community oriented individual with a passion to serve others we want to hear from you!

As a program manager you will lead and direct social casework staff and client services for our family services and adult protection division. You will be part of a multi-disciplinary leadership team which will monitor and improve organizational performance and client services. You will also work with a broad range of community support organizations, educational institutions and local law enforcement to improve quality of life standards for clients. As the program manager you will also provide mentoring support and guidance to our developing case work staff. This work requires strong communication, a high degree of organization, a commitment to working with others and “outside the box” thinking at times. Interested parties should contact the Kit Carson County Department of Human Services to receive application materials.

Salary & Benefit Information – Available on County Website

**MINIMUM QUALIFICATIONS:**

- At least 21 year of age or older
- Valid Colorado Driver’s License with acceptable driving history
- Ability to pass criminal history, employment and education verification background checks and drug screen
- A Bachelor’s degree in Social Work, Counseling, Human Services, or related field from an accredited University is required; Master’s degree will be given consideration
- Minimum of 5 years of social casework experience with CDHS Caseworker/Supervisor certifications given consideration
- Bi-lingual skills given consideration