

# ROWAN COUNTY HUMAN RESOURCES

## JOB DESCRIPTION

**Job Title** : Social Services Director  
**Department**: Social Services  
**Revised** : May 2014

**Class** : Official/Administrator  
**FLSA**: Exempt

*This job description supersedes any prior description for the Social Services Director classification.*

### **GENERAL DESCRIPTION**

Highly responsible administrative work in the planning, organizing, managing, and directing of the County's social services program. The employee in this class exercises a great deal of independent judgment, accountability, creativity, and initiative based upon Federal and State statutes, policies and regulations, and County policies and directives. Supervision is exercised over a number of professional, paraprofessional, technical, and clerical personnel through supervisory subordinates. Supervision is received from the Board of Social Services and the County Manager, who evaluates the employee's work through analysis of program achievements and through periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Analyzes and plans a complex and diversified annual work program; translates work program into detailed and complex annual budget requests; and monitors and controls approved departmental budgetary expenditures.

Directs the implementation of the public assistance programs including Work First Cash, Work First Employment Services, Child Care Subsidy, Medicaid, Food and Nutrition Services, NC Health Choice for Children, and Program Integrity; directs the implementation of the Child Support Enforcement Program including paternity establishment, voluntary support agreements, court-ordered support, and enforcement of support agreements and court orders; and monitors the programs and advises subordinates.

Directs the implementation of the social services program including Adoptions, Protective Services for children and adults, Foster Care, In-Home Aide Services, Adult Guardianship Services, Adult Care Home licensure and monitoring, and Day Care for children and adults; negotiates agreements of mutual service provision with other agencies; monitors the programs and advises subordinates.

Directs various seasonal and temporary financial assistance programs including Low Income Energy Assistance, Crisis Intervention, General Assistance, Lay-off Fund, and Work First Emergency Assistance.

Hires and manages departmental personnel; evaluates job performance; completes performance appraisals; provides leadership and direction to staff; administers personnel actions; and discharges employees as necessary.

Develops and implements departmental policies and procedures to enhance the efficiency and effectiveness of staff activities and to maximize resources.

Analyzes on a continual basis the work flow of the department to ensure that all units of the department are organized in a way that maximizes resources to operate efficiently, effectively, and timely.

Develops and maintains community support through a variety of community relations activities including service on boards and committees and the development of Memorandums of Understanding and contracts; and implements an Annual Community Awareness and Outreach Plan.

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### **OTHER JOB FUNCTIONS**

Serves as secretary to the Board of Social Services and provides administrative support to their activities.

Serves as the HIPAA and Civil Rights Compliance Officer for the Agency ensuring that local operating procedures are current and publicized; addresses all issues of non-compliance.

Interfaces with State and County agencies relevant to Social Services operations.

Performs work during emergency/disaster situations.

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Extensive knowledge of the principles, practices, policies and techniques of efficient social services administration.

Thorough knowledge of governmental program administration, State and Federal laws, regulations, and rules related to Social Services program implementation.

Thorough knowledge of the social and economic factors in the County and the impact of economic change on communities.

Considerable knowledge of State and Local government and volunteer agencies as they apply to the social services program.

Ability to lead, plan, organize, instruct, delegate, evaluate, and manage departmental programs and staff.

Ability to interpret, explain, and apply laws, policies, procedures, and regulations to specific social services problems relating to departmental activities.

Ability to establish and maintain effective working relationships with various State, County, Federal officials, volunteer agencies, subordinates and the general public.

Ability to effectively communicate, orally and in writing.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

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**MINIMUM EXPERIENCE AND TRAINING**

Master's Degree from an accredited college or university in Social Work and five years experience in supervising client services or in an administrative capacity in social work or a related human services area. A valid driver's license is required.

**This job description does not create an employment contract,  
implied or otherwise.**