



Buncombe County Health and Human Services

Partnering with our community to strengthen our health, safety and self-sufficiency.

POSITION DESCRIPTION FORM

DIVISION:

Economic Services

SECTION/UNIT:

Administration

FLSA STATUS:

Exempt

Classification Title of Position:

County Social Service Program Administrator II

Working Title of Position:

Economic Services Director

Name of Immediate Supervisor:

Supervisor's Position Title:

Assistant County Manager/HHS Director

Name of Employee:

Employee Certification:

I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature: _____ Date: _____

Supervisor Certification:

I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Date: _____

Program Administrator, Department Head or Division Manager Certification:

I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Date: _____

I. Purpose of the position: The primary purpose of this position is to lead the Economic Services Division in effectively performing all duties associated with the specific program objectives while ensuring compliance with all local, State, and federal mandates, policies and laws.

II. Essential Functions of the position:

- Administer and assure compliance with all County and Human Resource policies including those covered by local, state and federal laws and all applicable policy, rules and statutes specific to assigned program area.
- Provide direct oversight to the Economic Services Program Administrators to lead program planning, personnel management, and problem solving and skill development.
- Consultant to the Assistant County Manager (HHS Director) regarding programmatic and management decisions for the Economic Services division.
- Personnel Management: Hire, develop, evaluate performance, provide feedback and disciplinary action as needed; develop and maintain a positive team work environment; provide effective, clear and timely communication.

III. Duties, Responsibilities, and Other Functions:

Personnel Management:

- Participate in the assessment of staffing needs, applicant screening, recruitment, interviews and selection of the best-qualified candidate to fill vacancies.
- Oversee the selection process and assure compliance with all applicable rules and regulations and professional personnel practices; provide final recommendation to the HHS Director on the hiring of all employees in assigned program area.
- Provide and coordinate appropriate training and orientation for new and existing employees, supply information, technology and reference materials necessary to perform specific jobs functions.
- Assign duties to employees, relative to classification and specific to job description, communicate the expectations for successful performance of those duties and ensure staff understands how performance will be measured.
- Ensure a safe and supportive work environment for all employees.
- Ensure an efficient and effective workflow, implement changes in routine work practices and procedures as needed to modify unit functioning according to client needs and employee capabilities.
- Provide ongoing feedback to employees and address performance problems in a timely manner through progressive corrective actions.
- Assist employees with addressing and resolving a variety of concerns and complaints related to job duties and job descriptions, performance standards, relations with coworkers, relations with supervisors and managers.

Program Management:

- Lead efforts to identify strategic goals and objectives for programs that are consistent with Buncombe County's mission and implement best practices to meet objectives.
- Champion the effective implementation of change practices and new business models in the organization.
- Develop staffing plans, analyze revenues/cost outcomes, prioritize resources and capital increases, and evaluate training and capital improvement needs.
- Review overall program accomplishments, progress in meeting objectives and goals, and the status of projects cultivating a culture of continuous improvement so that benchmarks can be met or exceeded.
- Analyze administrative and programmatic problems and assist in formulating new or revised policies, procedures or problem-solving strategies.
- Ensure that Economic Services staff meets division training requirements.
- Provide guidance, policy and technical support to other Economic Services staff assigned to the completion of the agency's work.
- Monitor trends and needs in the community and adjust services as appropriate in coordination with the Health and Human Services Director, Senior Leadership Team and program managers.

- Recommend budgetary needs to the agency director for service programs based on input for program managers and analysis of reports and information; monitors expenditures/revenues and develops fiscal plans to address problem areas.
- Make recommendations to the Health and Human Services Director on internal and external program policy changes that ensure that services are delivered in a timely, quality and integrated manner.
- Address complaints with regard to client satisfaction and appropriateness of services by staff or clients and make assessment and recommendations for resolution in a timely manner and in accordance to established policy.
- Act in designated matters for the HHS Director in her absence and in matters pertaining to Economic Services in national, regional and state conferences.

Team and Network Relationships:

- Represent Health and Human Services Economic Services Division on various committees/taskforces; act as liaison to various community agencies and/or committees to ensure collaboration, establish positive work relations, eliminate duplication of services, and to work on integration of a community wide emergency response plan/system.
- Serve as an active member of HHS Leadership Team and in that role assume collective responsibility for the performance on HHS.
- Effectively manage relationships within the agency so that your team of employees can successfully work with other departments across Buncombe County to achieve common objectives.
- Effectively manage relationships within the community to assure that concerns of Buncombe County citizens are being addressed and employees are carrying forth the mission to protect the health and safety of Buncombe County residents.
- Effectively communicate agency’s mission, vision, strategic plan and objectives by dissemination of internal messaging.

Note: The above statements are intended to describe the general nature and level of the work being performed by an employee assigned to this work. This is not an exhaustive list of all duties and responsibilities. This job description does not create a contract of employment and Buncombe County reserves the right to amend or change responsibilities to meet business and organizational needs as necessary.

IV. Typical Work Schedule:

- M – F during business hours (8:00am – 5:00pm)
- After hours on call/nights and weekends
- Nature of work requires attendance during business hours
- Regular, predictable attendance is essential

Note: This position has been identified as an emergency essential position and as such employees in this position may be needed to work, including after-hours, weekends and during a public emergency (to include but not limited to: floods, ice storms, disease outbreak, terrorist attack, etc).

V. Supervision Received:

- Level 4: receives broad direction to independently determine work objectives, sets priorities within programs/divisions, and guides department priorities and objectives.

Supervisory Responsibilities:

- Level 4: Supervise the selection, training, development, appraisal, and work assignment of Level 3 Supervisors.

VI. Consequence of Error:

- Errors in ability to execute duties effectively may result in ineffective application and enforcement of state, local or federal programs resulting in significant audit exceptions and financial liability, unnecessary expenditure of state and local funds or inadequate funding for programs which may result in poor service delivery to clients and risk the Agency’s credibility in the community.
- Errors in ability to execute duties effectively and in accordance with General Statutes may place the county, staff or department in legal jeopardy.

VII. Knowledge, Skills, Abilities, and Other Abilities:

- Knowledge of and investment to work within an integrated HHS structure.
- Knowledge of social and economic factors in the community, and local agencies and resources.

- Knowledge of and the ability to apply policies, rules, statutes, technology to ensure compliance in the Economic Service programs.
- Knowledge of the principles and techniques of public administration, including personnel administration, budgeting and office management.
- Knowledge of the principles of supervision and organizing.
- Skill in directing a large number of staff in the completion of required duties.
- Ability to express ideas effectively orally and in writing.
- Ability to analyze and comprehend a variety of technical and administrative regulation, records, and reports.
- Ability to set priorities, implement changes and organize.
- Ability to exercise sound judgment and deal tactfully with a wide range of the public while enforcing Social Services laws and rules.

Organization Conformance Standards for all positions:

- Communicate clearly and effectively both orally and in writing.
- Maintain knowledge of the agency organizational rules, policies, procedures, services and mission.
- Plan, prioritize, and organize work effectively to produce quality work with measurable results and within identified deadlines.
- Interact with other employees, customers and partners with professionalism and cultural competency.
- Work effectively and efficiently as a team contributor including interacting, communicating and coordinating work efforts with other employees and organizations to accomplish a common task.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.
- Function in highly stressful circumstances and demonstrate the ability to adapt to changing priorities, deadlines and directions.
- Conduct business in an ethical manner at all times while maintaining a high level of professionalism and confidentiality.
- Safely and successfully perform the essential job functions consistent with ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Maintain regular, punctual attendance consistent with ADA, FMLA and other federal state and local standards.

Minimum Education, Training and/or Experience: Graduation from a four-year college or university and six years of administrative experience in government or business; or nine months of graduate training in an accredited school of social work and five years of supervisory or administrative experience in social work; or an equivalent combination of education and experience.

Additional Training and Experience: Three years of program administration or supervisory experience.

License or Certification Required by Statute or Regulation: NA

Special Skills: NA

ADA CHECKLIST FORM

JOB TITLE:	County Social Services Program Administrator II	Current Form date:
BCHHS PROGRAM:	Administration/Economic Services	8/10/2015

ESSENTIAL JOB FUNCTIONS (EJF) are those duties and responsibilities that an individual must perform with or without the assistance of reasonable accommodations. This checklist is completed to document the physical and mental effort required in performing essential duties of the position. **Please briefly identify up to five primary essential job functions relative to the position.**

EFJ 1	Administer and assure compliance with all County and Human Resource policies including those covered by local, state and federal laws and all applicable policy, rules and statutes specific to assigned program area.
EFJ 2	Provide direct oversight to the Economic Services Program Administrators to lead program planning, personnel management, and problem solving and skill development.
EFJ 3	Consultant to the Assistant County Manager (HHS Director) regarding programmatic and management decisions for the Economic Services division.
EFJ 4	Personnel Management: Hire, develop, evaluate performance, provide feedback and disciplinary action as needed; develop and maintain a positive team work environment; provide effective, clear and timely communication..
EFJ 5	

MENTAL CAPABILITY REQUIREMENTS

Comprehension:	<input type="checkbox"/> Understand and apply routine verbal and/or written instructions. <input type="checkbox"/> Understand and apply non-routine verbal and/or written instructions. <input checked="" type="checkbox"/> Understand complex problems and collaborate to explore alternative solutions.
Organization:	<input type="checkbox"/> Organize actions to complete sequential and/or routine tasks. <input type="checkbox"/> Organize/prioritize individual work schedules to manage multiple task/projects. <input checked="" type="checkbox"/> Organize/prioritize others' work schedules to manage multiple task/projects.
Decision Making:	<input type="checkbox"/> Make decisions that impact this individual's work. <input type="checkbox"/> Make decisions that impact the immediate work-unit's operations/services. <input checked="" type="checkbox"/> Make decisions having significant impact on department's credibility/operations/services.
Communication:	<input type="checkbox"/> Communicate and exchange routine information. <input type="checkbox"/> Communicate responses relative to a variety of information. <input checked="" type="checkbox"/> Communicate in order to explain, interpret or negotiate.

Essential Job Function Mental Tasks as a Percentage of Employee's Time

Check ALL mental tasks that apply to the essential functions of this job, and then select the closest percentage of time that the employee is performing this type of task.

	Rarely 0 - 30%	Routinely 31 - 70%	Constantly 71 - 100%
Continued learning & retention	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interacting in team dynamics	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Preparing, analyzing data	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using interfaced communication devices (phone, computer, TTY)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Memorizing, concentrating	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Making group presentations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Self-regulating emotions, behaviors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Composing letters, reports, memos to convey a variety of information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

WORK ENVIRONMENT AND TASKS

Work Setting: Majority of time is spent INSIDE or OUTSIDE? (choose one)

Work Equipment Use: Check ALL equipment that this job requires employee to use regularly.	<input checked="" type="checkbox"/> Computers/Monitors	Potential Exposures: Check ALL conditions to which this job may expose and employee.	<input type="checkbox"/> Infectious bacteria/viruses
	<input type="checkbox"/> Driving vehicle (specify below)		<input type="checkbox"/> Blood-borne pathogens
	<input type="checkbox"/> Driving light equipment (specify below)		<input type="checkbox"/> Allergens
	<input type="checkbox"/> Driving heavy equipment (specify below)		<input type="checkbox"/> Aggressive Animals
	<input type="checkbox"/> Firearms, controlled equipment		<input type="checkbox"/> Rodent/insect infestations
	<input type="checkbox"/> Ladder/step stool		<input type="checkbox"/> Fumes/airborne particles
	<input type="checkbox"/> NONE of the above		<input type="checkbox"/> Chemicals/hazardous waste
<input checked="" type="checkbox"/> OTHER (describe below)	<input type="checkbox"/> Acidic/harsh substances		
		<input type="checkbox"/> Gases/gas leaks	
		<input type="checkbox"/> Electrical hazards	
		<input type="checkbox"/> Radiation	
		<input type="checkbox"/> Extreme temperatures	
		<input type="checkbox"/> Extreme noise levels	
		<input type="checkbox"/> Extreme darkness	
		<input type="checkbox"/> Extreme brightness	
		<input checked="" type="checkbox"/> NONE of the above	
		<input type="checkbox"/> OTHER (describe below)	

Physical Work Environment:
Check ALL work environment conditions to which this job may expose the employee.

<input type="checkbox"/> Confined spaces
<input type="checkbox"/> Damp interior conditions
<input type="checkbox"/> High or precarious places
<input type="checkbox"/> Moving mechanical parts
<input type="checkbox"/> Vibrations
<input checked="" type="checkbox"/> NONE of the above
<input type="checkbox"/> OTHER (describe below)

OTHER or Details
On equipment or work environment

Describe here any "OTHER" exposures, work environment conditions, equipment used.
General office equipment including copier, fax machine, scanner, multi-line and/or smart phone

PHYSICAL EFFORT REQUIREMENT

Check all physical requirements that apply to the essential functions of this job and then select the closest percentage range of time that the employee spends doing that activity.

	Rarely 0 - 30%	Routinely 31 - 70%	Constantly 71 - 100%		Rarely 0 - 30%	Routinely 31 - 70%	Constantly 71 - 100%
Mobility Requirements				Hand Movement Requirements			
<input type="checkbox"/> Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Finger Dexterity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Grasping, holding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Repetitive motion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Writing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Immobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vision Requirements			
<input type="checkbox"/> Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Color distinction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Eye-hand coordination	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Visual inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Visual perception	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lifting requirements			
<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Lifts 1-15 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Lifts 16-30 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Sensory requirements				<input type="checkbox"/> Lifts 31-60 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Lifts 61-90 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Smelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Lifts 90+ lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Physical Exertion Requirements			
				<input type="checkbox"/> Cardiovascular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/> Large Muscle, motor control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supervisor Signature: _____ **Date:** _____
Employee Signature: _____ **Date:** _____