



Buncombe County Health and Human Services

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

POSITION DESCRIPTION FORM

DIVISION:

HHS Administration

SECTION/UNIT:

Administration

FLSA STATUS:

Exempt

Classification Title of Position:	Health & Human Services Director
Working Title of Position:	Health & Human Services Director
Name of Immediate Supervisor:	
Supervisor's Position Title:	
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 plan, organize and direct the County's Health and Human Services functions, under the general supervision of the County Board and County Manager, to ensure quality services are delivered in a timely manner and in compliance with all local, state and federal regulations, statutes and mandates.

II. Essential Functions of the position:

- Provide leadership and direction for program development, establishing program standards and monitoring and evaluating quality of service delivery systems; supervise budget activities, maintain direct involvement in conflict/complaint resolution, staffing and personnel issues and serve as the principle spokesperson for the department relative to program issues.
- Oversee financial activities of the department; prepare, justify, manage and present the annual budget, deliver mandated programs/services, assure efficient and effective operations, build cultural competency and assure compliance with all applicable federal, state and local laws/policies and rules, manage risk mitigation, and assure the highest level of professional standards and respond to the current and anticipated needs of the community.
- Represent the department with government officials, other human services providers, and a variety of advocacy groups to influence the decision making process in order to insure adequate resources for program maintenance and expansion and the delivery of comprehensive services.
- Personnel/Team Management to ensure a competent workforce: Hire, develop, counsel and evaluate performance; provide feedback and disciplinary action as needed; develop and maintain a positive team work environment; provide effective and timely communication.
- Serve as the Executive Officer of the County HHS Board executing the authority of the board as defined in GS 153A-77.

III. Duties, Responsibilities, and Other Functions:

Program Management:

- Oversee the administrative operations and service delivery systems and assure that management mechanisms; such as productivity measures, quality assurance, and other monitoring mechanisms; are in place and used.
- Assure that adequate resources are available to enable agency staff to carry out the agency's responsibilities and guide agency staff towards finding more efficient and effective work/service delivery methods.
- Guide the department through designated management staff, in selecting the best qualified staff available; in training staff to do their jobs; in establishing reasonable standards as to how well, how much, and how timely services need to be provided; in establishing performance appraisal and feedback systems to coach the employees towards delivering services in the manner and within the standards established; in projecting the amount of work and the number of staff needed to do the work; and, in defining, and communication, justifying the need for additional resources, as needed.
- Monitor and analyze the needs and financial requirements of each service area and assessing the impact of any change on the ability of the agency to carry out its mandated service responsibilities.
- Develop strategies to optimally utilize available resources (financial and personnel) to meet the changing needs; strategies may include reallocation of staff or dollars to the area of greatest need.
- Ensure ongoing budget realignment as a result of forecasted and actual changes in federal/state laws and programs as well as responding to actual and projected demographic, social and economic conditions.
- Conduct analysis of service trends and the needs of HHS in carrying out its mandated responsibilities to provide justifications for Fiscal Year Budget requests.
- Direct the implementation of necessary organizational and programmatic changes in resource allocation and procedures, through designated managers, to assure that the agency mission is met. If changes require greater

expenditure of financial resources the Director may first seek approval from the County Manager and, if necessary, from the Board of Commissioners.

- Provide overall financial management of the department's budget.
- Collaborate with designated division heads to review program, fiscal and performance data to assess resource allocation, staff performance, and staffing needs.
- Attend regular meetings with the County Manager or Assistant County Manager to share information about the operations of the Department and seek advice and support as appropriate.
- Consult with County Attorneys when legal issues arise.
- Assure the existence of a personnel plan in compliance with federal, state, and local laws, ordinances, regulations, policies and guidelines.; provide consultation, advice and support in personnel management, recruitment, and selection using merit principles, staff relations, staff development, performance appraisal, fair employment practices, and procedures to immediate supervisees; serve as the “appointing authority”.
- Interpret HHS programs to the general public, the County HHS Board, other agencies, and County and State officials; and enlist their support for the programs and facilitate actions in requiring their involvement.
- Inform the public regarding the programs, budget, challenges, legislative needs, and accomplishments by writing articles, appearing on television and radio, making group presentations, annual reports, as well as responding to questions individually from the citizens of Buncombe County.
- Engage the public in the operation of the Department by establishing and maintaining various advisory groups.
- Establish organizational relationships with other agencies and groups and work with state agencies for the purpose of developing resources within the county, which will provide the needed services to the clients in the most efficient and effective way.
- Work with community groups toward finding possible alternatives for meeting identified needs.
- Stay aware of changing needs and opportunities for special programs which will benefit the people of Buncombe County and guide the agency into these areas.
- Assure that clear policies are available in writing to staff to guide them and assure that training plans are implemented to help each employee develop to his/her full potential.
- Provide leadership and information for community planning through speaking engagements and formal working relationships with various interested groups and individuals.
- Facilitate the Agency Leadership Team to assure good communication, relationships, and coordinated planning across Divisions
- Consult with other agencies as requested to assist in the improvement of management functions.

Personnel Management:

- Assess staffing needs, screen applicants, conduct interviews and select the best-qualified candidate to fill vacancy.
- 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.
- Provide leadership, guidance, and support to division/unit supervisors, in areas of budget, finance, programmatic

performance, planning, implementing, managing, monitoring, and evaluating.

Team and Network Relationships:

- Represent the Department of Health and Human Services 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.
- 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.

Duties and responsibilities of the HHS Director as defined by NC General Statute 153A-77:

- A. The HHS Director of a Consolidated County HHS Agency is appointed and dismissed by the County Manager with the advice and consent of the Consolidated HHS Board.
- B. The HHS Director is the appointing authority for all departments within HHS.
- C. The HHS Director shall report directly to the County Manager.
- D. The HHS Director has authority to delegate duties to members of his/her staff and to grant staff the authority to act as the Director's representative per the Delegation of Authority Statute 108A-14(b).
- E. The HHS Director shall have the following duties and responsibilities:
 - 1) Appoint staff of the Consolidated HHS agency
 - 2) Administer State/Federal HHS programs.
 - 3) Administer HHS programs of the local County Board of County Commissioners.
 - 4) Act as secretary and staff to the Consolidated HHS Board.
 - 5) Plan the budget of the Consolidated HHS agency.
 - 6) Advise the board of County Commissioners through the County Manager.
 - 7) Act as an agent of and liaison to the State, to the extent required by law.
- F. Except as otherwise provided by law, the HHS Director or the director's designees shall have the same powers and duties of a social services director and a local health director as defined by law, policy and administrative rules. This includes but is not limited to the following:
 - 1) To appoint necessary social services and public health personnel in accordance with the merit system rules of the State Personnel Commission;
 - 2) To administer the programs of public assistance and social services established by this Chapter under pertinent rules and regulations;
 - 3) To administer funds provided by the Board of Commissioners for care of indigent persons in the County under policies approved by the County HHS Board;
 - 4) To act as agent of the Social Services Commission and Department of HHS in relation to work required by the Social Services Commission and Department of HHS in the County;
 - 5) To investigate cases for adoption and to supervise adoptive placements;
 - 6) To issue employment certificates to children under the regulations of the State Department of Labor;
 - 7) To supervise adult care homes under the rules and regulations of the Social Services Commission;
 - 8) To assist and cooperate with the Department of Correction and their representatives;
 - 9) To investigate reports of child abuse and neglect and to take appropriate action to protect such children pursuant to the Child Abuse Reporting Law, Article 3 of Chapter 7B of the General Statutes;
 - 10) To accept children for placement in foster homes and to supervise placements for as long as such children require foster home care;
 - 11) To respond by investigation to notification of a proposed adoptive placement pursuant to G.S.48-3(b) and (c); and
 - 12) To receive and evaluate reports of abuse, neglect, or exploitation of disabled adults and to take

appropriate action as required by the Protection of the Abused, Neglected or Exploited Disabled Adults Act, Article 6 of this Chapter, to protect these adults;

- 13) To administer programs as directed by the County HHS Board;
- 14) To enforce the rules of the County HHS Board;
- 15) To investigate the causes of infectious, communicable and other diseases;
- 16) To exercise quarantine authority and isolation authority pursuant to G.S. 130A-145;
- 17) To disseminate public health information and to promote the benefits of good health;
- 18) To advise local officials concerning public health matters;
- 19) To enforce the immunization requirements of Part 2 of Article 6 of this Chapter;
- 20) To examine and investigate cases of venereal disease pursuant to Parts 3 and 4 of Article 6 of this Chapter;
- 21) To examine and investigate cases of tuberculosis pursuant to Part 5 of Article 6 of this Chapter;
- 22) To examine, investigate and control rabies pursuant to Part 6 of Article 6 of this Chapter;
- 23) To abate public health nuisances and imminent hazards pursuant to G.S. 130A-19 and G.S. 130A-20;
- 24) To employ and dismiss employees of the local health department in accordance with Chapter 126 of the General Statutes;
- 25) To enter contracts, in accordance with The Local Government Finance Act, G.S. Chapter 159. Nothing in this paragraph shall be construed to abrogate the authority of the board of county
- 26) To ensure within the HHS system there is an individual appointed that meets the requirements of NCGS 130A-40(a).

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. Buncombe County reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

IV. Typical Work Schedule:

- M – F during business hours (8:00am – 5:00pm)
- Frequent After hours meetings or work demands require working beyond the usual business hours
- The agency is responsible for maintaining 24/7 emergency services coverage; the Director is on call 24 hours a day, 7 days a week via phone.

V. Supervision Received:

- Nominal direction: subject only to very broad communication association with employee's position.

Supervisory Responsibilities:

- Supervisor/manage/direct the selection, training, development, appraisal, and work assignment of personnel.

VI. Consequence of Error:

- Error in not responding appropriately to changes in public demand for services, eligibility and programmatic guidelines can result in noncompliance with law/policies and/or risk issues for clients.

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

- Knowledge of the legal and philosophical basis for health, social work and public welfare programs.
- Knowledge of principles and practice of HHS.
- Knowledge of budget/finance, management principles, techniques, and practices.
- Knowledge of the agency's organization, operation and objectives and applicable federal and state laws, rules, and regulations.
- Knowledge about and ability to carry out all mandates of the General Statutes as well as knowledge of the practice modalities, values, and skills of the social work profession.
- Ability to exercise sound judgment in analyzing situations and making decisions; direct employees and relationships with the general public, and with federal, state, and local officials.

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 ADAAA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Maintain regular, punctual attendance consistent with ADAAA, FMLA and other federal state and local standards.

Minimum Education, Training and/or Experience: The requirements will be consistent with the minimal requirement established through the Office of State Personnel for a DSS and/or Health Director or Human Services Director. A minimum of master’s degree in public health, social work, or other applicable management programs and four years of supervisory experience in the management of Health and Human Services.

Additional Training and Experience: NA

License or Certification Required by Statute or Regulation: NA

ADA CHECKLIST FORM

JOB TITLE:	Health & Human Services Director	Current Form date:
BCHHS PROGRAM:	HHS Administration	12/1/2017

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	Provide leadership and direction for program development, establishing program standards and monitoring and evaluating quality of service delivery systems; supervise budget activities, maintain direct involvement in conflict/complaint resolution, staffing and personnel issues and serve as the principle spokesperson for the department relative to program issues.
EFJ 2	Oversee financial activities of the department; prepare, justify, manage and present the annual budget, deliver mandated programs/services, assure efficient and effective operations, build cultural competency and assure compliance with all applicable federal, state and local laws/policies and rules, manage risk mitigation, and assure the highest level of professional standards and respond to the current and anticipated needs of the community.
EFJ 3	Represent the department with government officials, other human services providers, and a variety of advocacy groups to influence the decision making process in order to insure adequate resources for program maintenance and expansion and the delivery of comprehensive services.
EFJ 4	Personnel/Team Management to ensure a competent workforce: Hire, develop, counsel and evaluate performance; provide feedback and disciplinary action as needed; develop and maintain a positive team work environment; provide effective and timely communication.
EFJ 5	Serve as the Executive Officer of the County HHS Board executing the authority of the board as defined in GS 153A-77.

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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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		

Physical Work Environment: Check ALL work environment conditions to which this job may expose the employee.	<input type="checkbox"/> Confined spaces	<input type="checkbox"/> Electrical hazards
	<input type="checkbox"/> Damp interior conditions	<input type="checkbox"/> Radiation
	<input type="checkbox"/> High or precarious places	<input type="checkbox"/> Extreme temperatures
	<input type="checkbox"/> Moving mechanical parts	<input type="checkbox"/> Extreme noise levels
	<input type="checkbox"/> Vibrations	<input type="checkbox"/> Extreme darkness
	<input checked="" type="checkbox"/> NONE of the above	<input type="checkbox"/> Extreme brightness
	<input type="checkbox"/> OTHER (describe below)	<input checked="" type="checkbox"/> NONE of the above

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

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 checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Grasping, holding	<input checked="" 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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:** _____