

SUSQUEHANNA COUNTY POSITION DESCRIPTION

TITLE: HUMAN SERVICES ADMINISTRATOR
DEPARTMENT: HUMAN SERVICES
LOCATION: 31 LAKE AVENUE
MONTROSE, PA 18801
REPORTS TO: CHIEF CLERK
SUPERVISES: HUMAN SERVICES DEPARTMENT STAFF
POSITION STATUS: FULL-TIME / NON-UNION
PAY GRADE: 14

GENERAL:

The Human Services Administrator is responsible for the overall direction and administration of the Susquehanna County Human Services operations and divisional departments comprising Children and Youth Services (CYS), Reentry, Juvenile Probation, and Veteran's Affairs. This position calls for a high level of leadership and expertise to provide operational guidance to the County's Human Services Departments. The Administrator is responsible for: planning and coordinating the County's various human services; overseeing contracted services; supervising staff and fiscal management; and inter-governmental relations.

A defined percentage of the Administrator's compensation is charged to CYS Act 148 funding, consistent with the County's approved cost allocation methodology (based on the categorical department headcount of the four divisions overseen), in accordance with 55 Pa. Code § 3170.60 (Administrative overhead), which requires that the basis for allocating shared administrative costs result in a fair and equitable distribution of costs in direct relation to the actual benefit accruing to each funded program.

Minimum Requirements:

- Master's Degree in a Human Service field preferred with at least three years' administrative experience serving in a leadership capacity **or**
- Bachelor's Degree required with six years' work experience in a Health and Human Services field serving in an administrative capacity.

Knowledge, Skills, and Abilities:

- Knowledge of the laws, regulations, policies and procedures governing the administration of Human Services.

- Knowledge laws and regulations governing the administration, planning, and allowable costs of county Children and Youth Social Service programs, including the personnel, supervision, and cost allocation requirements applicable to positions charged in whole or in part to Children and Youth Services funding.
- Knowledge of methodologies that are applied in collecting, reviewing, analyzing, and interpreting statistical data.
- Knowledge of the principles and practices of human services planning and development as it relates to the implementation of service provision.
- Knowledge of the theory and techniques of personnel management and administration.
- Knowledge of budget preparations, general accounting, and fiscal management principles and practices.
- Ability to interpret financial reports and statements and understand and administer multiple funding streams.
- Knowledge of State and Federal budgetary processes.
- Ability to provide leadership and to establish and maintain effective working relationships with agency staff, public and private agencies, county commissioners, court officials, community groups and organizations, federal, state, and county officials.
- Ability to plan, direct, and supervise the work of professional, technical, and clerical staff.
- Ability to analyze and interpret the impact of proposed legislation.
- Knowledge of office procedures and records administration
- Ability to prepare program descriptions and written grant proposals to apply for additional alternative funding.
- Ability to analyze data to evaluate program effectiveness and develop strategies and/or make recommendations based on the data.
- Knowledge of applicable state-operated database systems.
- Ability to develop long-range plans for growth and lines of succession.
- Ability to speak effectively in public and express ideas clearly and concisely, orally, and in writing.
- Ability to function independently and as a team.
- Ability to process and handle confidential information with discretion.
- Ability to work under pressure, handle multiple projects, and meet deadlines.
- Ability to be flexible while managing multiple priorities and handle crises during pressure situations.

Duties and Responsibilities:

- Provide normal day-to-day direction to all departments within the Human Services Division.
- Maintain documentation on programs in order to supply information needed to prepare plans, establish goals and prepare reports.
- Establish and oversee the Multi-Disciplinary teams within the OCYF structure to provide services and oversight for complex cases.
- Serve as, or designate the Deputy Human Services Administrator as, the dedicated coordinating employee for the County's cross-system complex case planning process and

Child and Family Teaming Model ensuring consistent facilitation across CYF, behavioral health, education, and other partner systems.

- Identification and operationalization of opportunities for collaboration and case planning for individuals and families involved in multiple human services.
- Utilize data to review entire operations to be able to monitor and evaluate strengths and weaknesses in programs while developing measurable outcomes and providing services in accordance with program objectives.
- Oversee fiscal operations of program service budgets, ensuring they are allocated, monitored, verified, and audited in accordance with prevailing rules and ensuring they are monitored for quality, accuracy, and timeliness.
- Develop, maintain, and annually update a written cost allocation plan, documenting the methodology (currently categorical department headcount, subject to periodic review against actual time and effort) used to allocate the cost of the Human Services Administrator, Deputy Human Services Administrator, and Blended Case Manager positions among CYF, Reentry, Juvenile Probation, and Veterans Affairs, and submit the plan and supporting expenditure data to the OCYF Regional Office for approval as required for Act 148 direct billing.
- Review the organizational structure, recommend any improvements for the system to address gaps in service.
- Participate and/or facilitate in analyses and evaluations of programs as well as community needs and resources.
- Coordinates and collaborates with community partners to enhance and develop social service programs within Susquehanna County.
- Participate in the management and provision of service delivery.
- Assist in resolving program complaints.
- Inform stakeholders of state and federal regulations, department bulletins and policies, and any new legislation related to human services that may impact operations.
- Coordinates development of the Department of Human Services (DHS) annual plan and all other planning documents and reports that may be required by federal, state, or county departments.
- Represent Susquehanna County at state and regional human services meetings to facilitate information and solicit information from regional offices for improvements.
- Explores and identifies potential grant funding opportunities; assigns grant development opportunities to staff as appropriate.
- Oversight as the Chairperson for the Human Services Block Grant development and planning.
- Communicate with all staff on a routine basis to assure effective processes are in place to carry out the administrative tasks and responsibilities of the office in a timely manner.
- Participation in the hiring process of key integral positions within the Human Services Administration departments.
- Serve on various internal and/or external committees and may provide staff support for selected groups.
- Perform other duties as assigned.

Required Certifications:

- Must be able to pass a background check and drug screening.
- Must possess a valid, unexpired driver's license.

Physical Requirements:

- Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, reaching, and driving as necessary to carry out essential duties of the job.
- Occasional lifting/carrying of objects with a maximum weight of up to twenty pounds.
- Must be able to physically and mentally react quickly in the event of a disturbance or physical outbreak.
- Must demonstrate emotional stability.

DISCLAIMER:

The above statements are intended to describe the general nature of and level of duties being performed by a person assigned to this position. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required to perform this position.

I HAVE READ THE ABOVE POSITION DESCRIPTION AND FULLY UNDERSTAND THE REQUIREMENTS SET FORTH THEREIN. I HEREBY ACCEPT THIS POSITION AND AGREE TO ABIDE BY THE REQUIREMENTS AND DUTIES SET FORTH. I WILL PERFORM ALL DUTIES AND RESPONSIBILITIES TO THE BEST OF MY ABILITY.

Date: _____

Employee Signature

Date: _____

Department Head Signature

In compliance with the Americans with Disabilities Act, the Employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer