



## DHS-COUNTY DIRECTOR III

### **CHARACTERISTICS OF WORK:**

This is administrative and supervisory work involving responsibility for the efficient implementation of state and federal welfare laws as set forth in the policies and procedures of the department. The incumbent is responsible for providing leadership within the county by administering economic assistance programs, creating an awareness of unmet needs, and developing resources necessary to meet the requirements of the county, as well as the goals of the department in solving various social problems. Supervision is received from the DHS-Economic Assistance Regional Director.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Master's degree from an accredited four-year college or university in business administration, public relations, management, social sciences, or a related field;

**AND**

#### **Experience:**

Three (3) years of experience related to the above described duties, two (2) years of which must be in line or project supervision.

**OR**

#### **Education:**

A Bachelor's degree from an accredited four-year college or university in business administration, public relations, management, social sciences, or a related field;

**AND**

#### **Experience:**

Four (4) years of experience related to the above described duties, two (2) years of which must be in line or project supervision.

### **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet

physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Moderate Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to sit; stand; walk; and stoop, kneel, crouch or bend. The incumbent is occasionally required to climb or balance.

## **COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If, after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

### **PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to

detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates and adapts; copes effectively with change. Allows self and others to make mistakes and learns from those mistakes. Adheres to high ethical standards.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement. Expresses facts and ideas both verbally and in writing in a clear, convincing, and organized manner, helping others translate vision into action. Models appropriate behavior. Recognizes and develops potential in others; mentors.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

## **TECHNICAL COMPETENCIES:**

**Functional Capability:** Possesses the specific knowledges and technical abilities to succeed in the specified position.

Possesses knowledge of relevant federal and state welfare laws, regulations, programs and agency policies. Possesses knowledge of plans and programs that are administered by the agency and related agencies. Assists agency personnel and public with answers to complex questions within area of expertise. Has ability to think analytically and exercise an analytical thinking process. Interprets and communicates current policies, procedures, and program objectives of the department to the county staff and the general public. Implements policies, procedures, and program objectives according to agency plan.

**Program Management:** Plans, organizes, and directs all phases of the economic assistance programs within a county.

Supervises the receipt and determination of eligibility of applications in economic assistance categories; assigns cases; maintains flow of work; and approves certifications, rejections, referrals, services, or other actions. Conducts regular conferences with staff members to discuss work, interpretation of policy, job

performance, relationship with other agencies or within the agency, and other areas needed. Assigns and reviews the work of subordinate employees.

**Professional Maturity:** Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggests changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority to provide in area of expertise.

**Fund Administration:** Prepares budget for all county DHS offices and submits to County Board of Supervisors.

Receives, disburses, monitors, and reports the expenditure of funds allocated to the department including maintenance and upkeep of physical plant.

**Community Outreach:** Offers leadership and guidance in community affairs relating to public welfare. Encourages subordinate staff involvement in community activities.

**Technical Competence:** Possesses computer literacy to include basic skills in intra-agency computer communication and word processing with minimal supervision and oversight required.

**Communication:** Shares information in writing or verbally.

Concise and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, management, and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel, or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memorandums, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Informs or seeks guidance from Regional Director on appropriate matters.

#### **MANAGEMENT COMPETENCIES:**

**Emotional Maturity:** Conducts oneself in a professional, consistent manner when representing the organization.

Exhibits the ability to work through challenges and create opportunities. Has the ability to work through adversity and hold self and others accountable for work actions. Takes risks appropriate to ones level of responsibility. Acts as a settling influence in a crisis.

**Macro Oriented:** Exercises good judgement; makes sound, well informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise. Understands effects of decisions on the organization and on other organizations. Acts as a change agent by initiating and supporting change within the agency.

**Working Through Others:** Supports, motivates, and is an advocate for staff.

Creates effective teams; shows a willingness to get work done through others. Monitors workloads and provides feedback. Clearly and comfortably delegates work, trusting and empowering others to perform. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others.

**Results Oriented:** Plans effectively to achieve or exceed goals; sets and meets deadlines.

Identifies, analyzes, and solves problems. Develops standards of performance and knows what and how to measure.

**Resource Management:** Acquires and effectively and efficiently administers and allocates human, financial, material, and information resources.

Demonstrates ability to plan, prioritize, and organize.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Interprets rules and regulations, and supervises program delivery to local agencies, board of supervisors, general public, and clients.
2. Administers personnel activities.
3. Performs administrative duties.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Plans, organizes, and directs all phases of the economic assistance programs within a county, utilizing and maintaining a relatively large staff and case workload.

Interprets current policies, procedures, and program objectives of the department to the county staff and the general public.

Directs the application of policies and procedures within the county department.

Supervises the receipt and investigation of applications in economic assistance categories; assigns cases; maintains flow of work; and approves certifications, rejections, referrals, services or other actions.

Offers leadership and guidance in community affairs relating to public welfare.

Conducts regular conferences with staff members to discuss work, interpretation of policy, job performance, relationships with other agencies or within the agency, and other areas as needed.

Travels to branch, regional, and state offices for administrative purposes.

Assigns and reviews the work of subordinate employees.

Prepares or supervises the preparation of and properly routes all financial, statistical, and other required reports and records to the state office, with copies to the DHS-Economic Assistance Regional Director with specified in instructions.

Receives and disburses all local and county funds appropriated or allocated to the county department.

Monitors and reports the expenditure of funds allocated to the department.

Administers time, personnel, and leave records.

Acquires and maintains needed resources for adequate operation of county office.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.