Human Resources Committee Approved 10/21/2025

HUMAN SERVICES MANAGER

FUNCTION OF THE JOB

Under direction, to be responsible for the organization, control, evaluation, and operation of a number of human service programs; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Oversees, directs, and coordinates supervisory and line staff in multiple units involved in providing programs and services to a variety of populations.
2. Reviews and analyzes changing social trends and federal, state, and local legislation and directives affecting the delivery of programs and services.
3. Develops, plans, and coordinates new programs and services to address changing population needs.
4. Develops actions to be taken to ensure compliance with federal and state laws, regulations, and administrative rules.
5. Develops, plans, and manages divisional budget by projecting and reviewing expenditures and revenues.
6. Oversees administration of Medicaid reimburseable programs.
7. Researches and seeks grant funding opportunities.
8. Negotiates agreements with other community agencies and contractors to ensure coordinated use of resources.
9. Integrates divisional activities with other divisions to achieve departmental goals.
10. Authorizes expenditures for contracted or purchased services.
11. Collaborates with other County personnel, state and regional office administrators and private agencies for such purposes as joint planning, obtaining legal opinions, developing and interpreting policy, and program initiatives.
12. Evaluates current divisional procedures and practices and develops alternate methods to accomplish work output.
13. Determines work direction and sets deadlines to ensure completion of operational functions.
14. Decides action to be taken following any community or staff grievance or complaint.
15. Approves recommendations for selection of staff and for other personnel related activities.
16. Selects, assigns, evaluates, and trains divisional supervisory staff.
17. Serves as a representative and liaison of the division to community and state agencies, advisory groups, committees, and the court system in order to provide information and cooperation.
18. Makes presentations and recommendations regarding divisional program operations to the County Board, committees, boards, commissions, and other community groups; provides guidance to advisory boards and commissions.
19. Serves in designated leadership role in emergency government planning, training, and activation.
20. Establishes and maintains effective working relationships with staff, government agencies, community and social agencies, contractors, professionals, and the general public.
21. Serves in a designated leadership role on the HHS executive team providing direction, oversight, and planning for HHS as a department.
22. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of social services principles and practices.
2. Thorough knowledge of the social problems affecting various populations.
3. Thorough knowledge of the role of human service programs and the objectives of a public agency providing these services.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

4. Thorough knowledge of federal, state, and agency laws, rules, and regulations concerning the operation of human service programs.
5. Comprehensive knowledge of modern administrative, managerial, and supervisory principles and practices.
6. Comprehensive knowledge of planning, programming, and public relations.
7. Comprehensive knowledge of governmental grant procedures.
8. Comprehensive knowledge of community resources.
9. Comprehensive knowledge of applied social service area.
10. Considerable knowledge across various other social domains including but not limited to: youth and family functioning, general child welfare, child and adult protective services, juvenile justice, mental health, alcohol and drug use recovery, trauma-informed care, and aging and disability services.
11. Considerable knowledge of purchased services management, monitoring, and evaluation.
12. Considerable knowledge of budgeting, analytical methods, and techniques.
13. Considerable knowledge of Emergency Government and Incident Command Structures and Protocols, including First Responder Roles and Responsibilities.
14. Considerable knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
15. Considerable knowledge of Wisconsin's Medicaid programs and services.
16. Working knowledge of computerized department program software, internet access, database, spreadsheet, and word processing programs.
17. Ability to utilize electronic health record, word processing, database, and spreadsheet programs.
18. Ability to direct human service programs, provide effective leadership to human service staff, and handle complex administrative situations.
19. Ability to interpret and apply agency rules, directives, and policies.
20. Ability to comply with federal, state, and local laws, rules, and regulations.
21. Ability to establish and maintain effective working relationships with staff, government agencies, community and social agencies, contractors, professionals, and the general public.
22. Ability to plan, develop, and coordinate programs for client services and referrals.
23. Ability to plan, organize, and effectively present ideas and concepts to various committees, boards, departments, and employees.
24. Ability to develop consensus from diverse groups.
25. Ability to effectively communicate ideas and proposals to policy makers in a verbal or written format.
26. Ability to reformulate and specify essential program elements due to changes in social trends.
27. Ability to work within financial constraints to address a constantly changing social environment.
28. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in social work, sociology, psychology, or a closely related field.
2. Four (4) years of responsible social work experience in a social service agency, three (3) years of which were in a supervisory capacity.
3. Graduation from a recognized college or university with a master's degree in social work, sociology, psychology, or a closely related field may be substituted for one (1) year of the general social work experience.