

HUMAN SERVICES DEPUTY DIRECTOR

DESCRIPTION OF WORK

Positions in this class perform difficult, complex administrative and managerial work as a Deputy Director in a local human services agency with primary responsibility for planning, organizing, staffing and directing the agency internal operations under the direction of and through delegation from the Director. Tasks typically include program supervision and responsibility for fiscal, human resources, strategic planning and intergovernmental relations functions. Employees in this class supervise and manage the agency administrative functions and may have direct administrative supervision of agency program/team leaders, section heads or division directors.

The work may be specialized in large human service agencies characterized by significant organizational diversity and complexity. In these settings, the Deputy Director may be assigned more general administrative responsibilities that primarily focus on management of the agency's fiscal and budgetary, human resources and strategic planning functions. In agencies with less complex organizational structure, the Deputy Director may function in both an administrative and programmatic capacity involving responsibility for a specific program area as well as general administrative duties in managing the agency's fiscal and budgetary, human resources and strategic planning functions. Positions in the class are distinguished from other agency administrative or managerial roles by their sustained involvement in assuming responsibility for duties and responsibilities typically assigned to the Director. Through delegation, the Deputy Director will have an expanded managerial responsibility at a senior or executive level compared to other administrative or managerial positions in the agency to include media relations, intergovernmental relations and program planning.

EXAMPLE OF DUTIES PERFORMED

Provides day-to-day supervision of Program Directors, and fiscal, personnel, facility management and computer staff.

Works with the Division Heads, evaluates the various programs, keeps the Agency Director advised of the effectiveness of current programs, initiates necessary changes required for the improvement of programs and assesses the need for new programs.

In conjunction with the Agency Director and Division Heads, plans and ensures institutional effectiveness regarding all administrative, operational issues and service.

Works with the Agency Director to develop and implement agency policies and procedures.

Confers with the Division Heads for long and short range planning with the primary responsibility for those areas that cross program lines.

Oversees and manages credentialing and accreditation processes.

Has authority to act for the director in personnel and management team matters in the Director's absence.

Is responsible for special projects/assignments as assigned by the Agency Director including media relations, intergovernmental relations and community relations.

Has the responsibility of ensuring the security of the physical plant and the safety of staff and clients.

Is responsible for grants management and contract monitoring activities for the agency.

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KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of principles, methods and techniques of efficient administration, including interpersonal communication, personnel administration, budgeting, accounting, planning, program evaluation and office management.

Thorough knowledge of human services administration.

General knowledge of social, medical, mental and economic factors of the community served.

Ability to plan, coordinate and direct a staff of technical, professional, clerical and medically related personnel.

Ability to interpret and apply laws and policies to specific problems relating to agency activities.

Ability to establish and maintain effective working relationships with agency personnel, county officials and the general public.

MINIMUM EDUCATION AND EXPERIENCE

Social Services: Master's degree in public administration, business administration, social work, or human services field and two years of management experience in a human services agency or business, with a preference for one year of management experience in a human services agency; or, graduation from an accredited four-year college or university with a human services, business or related degree and four years of management experience in a human services agency or business, with a preference for two years of management experience in a human services agency.

Mental Health: Master's degree in public administration, business administration, mental health field, or human services field and two years of management experience in a human services agency or business, with a preference for one year of management experience in a human service agency; or, graduation from an accredited four-year college or university with a human services, business or related degree and four years of management experience in a human services agency or business, with a preference for two years of management experience in a human services agency.

Public Health: Master's degree in public health administration, public health discipline, or public administration and two years of management experience in a health related agency, with a preference for one year of management experience in a public health agency; or, graduation from an accredited four-year college or university with a public health administration or public administration field and four years of management experience in a health related agency, with a preference for two years of management experience in a public health agency.