

## COUNTY SOCIAL SERVICES DIRECTOR

This is directive/managerial work in serving as the executive officer of the county board of social services executing the authority of the board as defined in GS 108A-14. As agency director, employees direct other managers/supervisors, professional, paraprofessional, and support staff in the delivery of agency services and provide leadership and direction for program development, establishing program standards and monitoring and evaluating quality of service delivery systems. Employees supervise budget activities and may maintain direct involvement in conflict/complaint resolution, staffing and personnel issues and serve as the principle spokesperson for the agency relative to program issues. Work also involves representing the agency 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. Employees are appointed by and report to a local board of social services.

### RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities- Thorough knowledge of the legal and philosophical basis for public welfare programs. Considerable knowledge of principles and practice of social work. Thorough knowledge of management principles, techniques, and practices. Knowledge of the agency's organization, operation and objectives and applicable federal and state laws, rules, and regulations. Ability to exercise sound judgment in analyzing situations and making decisions; direct employees and programs in the various areas of responsibility; and develop and maintain effective working relationships with the general public, and with federal, state, and local officials.

Minimum Training and Experience Requirements- A master's degree in social work and two years of supervisory experience in the delivery of client services; or a bachelor's degree in social work and three years of supervisory experience in the delivery of client services, one of which must have been in Social Services; or graduation from a four year college or university and three years of supervisory experience in the delivery of client services, two of which must have been in Social Services; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this but may not be applicable to all positions.