



REQUEST FOR BOARD ACTION

ITEM NO. 14

DATE OF MEETING: October 12, 2015

REQUESTED BY: Carolyn Moser, Health and Human Services Director

SHORT TITLE: Board Action to Discuss and Approve the Job Description for the Health and Human Services Director.

BACKGROUND: This is to request for the approval of the attached Job Description for the Health and Human Services Director. This is a requirement of the accreditation process for the Board of Health to review, discuss and approve the job description.

SPECIFIC ACTION REQUESTED: To consider approving the Health and Human Services Director Job Description.

OFFICE OF STATE PERSONNEL
POSITION DESCRIPTION FORM (PD-102R)

APPROVED CLASSIFICATION:

EFFECTIVE DATE:

ANALYST:

(This Space for Personnel Department Use Only)

1. Present Classification Title of Position: Health and Human Services Director	7 Present 15 Digit Position Number:	Proposed 15 Digit Position Number:
2. Usual Working Title of Position: Health and Human Services Director	8. Department, University, Commission, or Agency Pender Co. Health and Human Services	
3. Requested Classification of Position: Health and Human Services Director	A. Institution & Division: Health and Human Services	
4. Name of Immediate Supervisor: County Manager	10. Section and Unit: Health and Human Services	
5. Supervisor's Position, Title & Position Number: County Manager	11. Street Address, City and County: Walker Street, Burgaw, Pender	
6. Name of Employee: Carolyn Moser, BSN, MPA	12. Location of Workplace, Building and Room Number: 803 South Walker St. Burgaw, NC	

1. A. Primary Purpose of Organizational Unit: To enhance the public health, safety, and well-being of Pender County residents by providing effective health and human services.

B. Primary Purpose of Position: To oversee the management of the health department and Department of Social Services, assuring local, state, and federal guidelines are applied to all services provided within the departments. Maintain fiscal responsibility for department budgets. Provide leadership and guidance to administrative operations and assure productivity measures, quality assurance, and monitoring mechanisms are in place and utilized. Assure adequate resources are available and there is a competent workforce for departments. This position reports to the County Manager.

C. Work Schedule Monday-Friday, 8:00 a.m.-5:00 p.m. This is an exempt position.

D. Change in Responsibilities or Organizational Relationship: DSS and Health have been consolidated in to Health and Human Services. Animal Shelter supervision is included in this position.

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES: Method Used:

Sequential order

The primary duties and responsibilities of the Health and Human Services (HHS) Director are as defined by the N.C. General Statute 153A-77. The HHS Director is appointed and dismissed by the County Manager with the advice of the county commissioners. The HHS Director is the appointing authority for all departments within HHS. The director shall report directly to the county manager and have the following responsibilities:

- Appoint staff of the Consolidated HHS agency
- Administer state/Federal HHS programs
- Administer HHS programs of the local County Board of County Commissioners
- Act as secretary and staff to the advisory boards for health and social services
- Plan the budget of the Consolidated HHS agency
- Advise the board of County Commissioners through the County Manager
- Act as an agent of and liaison to the State, to the extent required by law.

Except as otherwise provided by law, the HHS Director or the director's designees shall have the same powers and duties of a social services director and a local health director as defined by law, policy and administrative rules. This includes but is not limited to the following:

- To enter into contracts, in accordance with The Local Government Finance Act, N.C. G.S. Chapter 159. Nothing in this paragraph shall be construed to abrogate the authority of the board of County Commissioners;
- To appoint necessary social services and public health personnel in accordance with the merit system rules of the County Personnel Policies;
- To employ and dismiss employees of the HHS agency in accordance with Pender County Personnel Policies;
- To investigate the causes of infectious, communicable and other diseases;
- To exercise quarantine authority and isolation authority pursuant to N.C.G. S. 130A-145;
- To disseminate public health information and to promote the benefits of good health;
- To advise local officials concerning public health matters;
- To enforce the immunization requirements of Part 2 of Article 6 of this Chapter;
- To examine and investigate cases of venereal disease pursuant to Parts 3 and 4 of Article 6 of this Chapter;
- To examine and investigate cases of tuberculosis pursuant to Part 5 of Article 6 of this Chapter;
- To abate public health nuisances and imminent hazards pursuant to N.C.G.S. 130A-19 and G.S> 130A-20;
- To administer the programs of public assistance and social services established by this Chapter under pertinent rules and regulations;
- To administer funds provided by the Board of Commissioners for care of indigent persons in the County under pertinent rules and regulations;
- To act as agent of the Social Services Commission and Department of HHS in relation to work required by the Social Services Commission and Department of HHS in the County;
- To investigate cases for adoption and to supervise adoptive placements;
- To issue employment certificates to children under the regulations of the State Department of Labor;
- To supervise adult care homes under the rules and regulations of the Social Services Commission;
- To assist and cooperate with the Department of Correction and their representatives;
- To investigate reports of child abuse and neglect and to take appropriate action to protect such children pursuant to the Child Abuse Reporting Law, Article 3 of Chapter 7B of the N.C. General Statutes;

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

- To accept children for placement in foster homes and to supervise placements for as long as such children require foster home care;
- To respond by investigation to notification of a proposed adoptive placement pursuant to N.C G.S. 48-3(b) and (c) and
- To receive and evaluate reports of abuse, neglect, or exploitation of disabled adults and to take appropriate action as required by the Protection of the Abused, Neglected, or Exploited Disabled Adults Act, Article 6 of this Chapter to protect these adults;
- To administer programs as directed by the County Manager, Health and DSS advisory boards with consent of the Board of County Commissioners;
- To enforce the rules of the County Board of Commissioners.

Delegation of Authority Statute N.C.G.S. 108A-14(b) provides for the Director's authority to delegate these duties to members of staff and to grant staff to act as the Director's representative. Direct responsibility for programmatic management has been delegated as follows:

II. B. SUMMARY OF JOB DESCRIPTION

This is directive/managerial work in serving as the executive officer of the County HHS agency. As the Director, direct other managers/supervisors, professionals, paraprofessionals, 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; 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. The HHS Director is appointed by and reports to the Pender County Manager.

Breakdown of Duties:

1. Management Functions- General Administration: Provide leadership, guidance, and support to division/unit supervisors, in areas of budget, finance, programmatic performance, planning, implementing, managing, monitoring, and evaluating. The Director oversees the administrative operations and the service delivery systems and assures that management mechanisms, e.g. productivity measures, quality assurance and other monitoring mechanisms are in place and used. The Director assures that adequate resources are available to enable the agency staff to carry out the agency's responsibilities. Through community involvement, the Director works to educate others about the community HHS needs.
2. Workforce Management- The most important resource is personnel to carry out the HHS missions. The Director guides the agency through designated management staff, in selecting the best qualified staff available; in training staff to do their jobs; in establishing reasonable standards as to how well, how much and how timely that services need to be provided; in establishing performance appraisal and feedback systems to coach the employees towards delivering services in the manner and within the standards established; in projecting the amount of work and the number of staff needed to do the work; and in defining and communicating, justifying the need for additional resources, as needed. Also, the Director guides agency staff towards finding more efficient and effective work/services delivery methods, e.g., through employing new technology.

B. II. B. SUMMARY OF JOB DESCRIPTION (cont)

Breakdown of Duties:

3. Managing Change- The agency is subjected to constant changes in public demand for services, eligibility and programmatic guidelines. These changes are considered major in that the consequences of not responding appropriately can result in non-compliance with law/policies and/or risk issues for clients. In response to these changes, the Director is responsible for constantly monitoring and analyzing the needs and financial requirements of each service area and assessing the impact of any change on the ability of the agency to carry out its mandated service responsibilities. Through designated managers, the Director must develop strategies to optimally utilize available resources (financial and personnel) to meet the changing needs. Strategies may include reallocation of staff or dollars to the area of greatest need.

4. Planning and Fiscal Management- The budget is developed as a strategic guide for the delivery of HHS services. There is a need for on-going realignment as a result of forecasted and actual changes in federal/state laws and programs as well as responding to actual and projected demographic, social and economic conditions. Service trends and the needs of HHS in carryout mandated responsibilities must be considered in the budget process.

5. Budgeting and Financial Management- The Director is responsible for the overall financial management of the agency's budget however the daily management function is conducted through Accounting Specialists for each department. Supervisors and other staff identify trends and needs that are likely to impact the budget.

6. Evaluation of Operation- The Director shall schedule conferences with designated department staff to review and coordinate the operations of the agency. Program, performance and fiscal data will be reviewed with staff. All staff is encouraged to provide input into the basic operations of the agency. The Director shall meet regularly with the County Manager to share information about the operations of the agency and to seek advice and support as appropriate.

7. Evaluation by Others- The agency is frequently monitored via annual external audits, State Quality Control, and Program Consultants as well as Federal Reviewers with results of these monitorings shared with the Director and in turn with the County Manager. The HHS agency also has internal audit functions.

8. Public Relations- The Director is involved in community activities and continuously educates others about the HHS agency specific to responsibilities, accomplishments, and challenges.

9. Personnel Administration- The Director is responsible for assuring the compliance with federal, state, and local laws, ordinances, regulations, policies and guidelines for personnel management, recruitment, and selection. Merit principles are utilized to assure fair employment practices and procedures. The County HR Director works closely with the Director to assure such rules are observed.

10- Unusual Aspects to Consider- The HHS Director is responsible for delivering a greater scope and diversity of services, serving more people, using more tax dollars, with more monitoring and with greater expectations (due to legal mandates) for timeliness and quality of service delivery than any other public or private human service agency. The Director does not have the option of not responding to demand for mandated core services.

III. A. KNOWLEDGES, SKILLS, & ABILITIES: Knowledge of the legal and philosophical basis for health, social work and public welfare programs. Considerable knowledge of principles and practices of HHS. Thorough knowledge of budget/finance, 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 relationships with the general public and with federal, state, and local officials.

B. 1. Required Minimum Training: A minimum of master's degree in public health, social work, or other applicable management programs and four years of supervisory experience in management of health and/or human services programs.

2. Additional Training/Experience:

3. Equivalent Training and Experience:

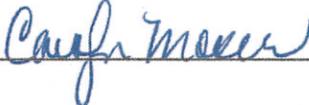
IV. License or Certification Required by Statute or Regulation:

IV. Signatures indicate agreement with all information provided, including designation of essential functions.

Supervisor's Certification: I certify that (a) I am the immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature:  Title: County Mgr. Date: 9-24-15

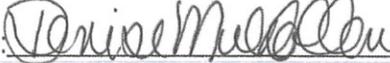
Employee's Certification: I certify that I have reviewed this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature:  Title: HHS Director Date: 9/23/15

Section or Division Manager's Certification: I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

Personnel Director's Certification: I certify that this is an authorized, official position description of the subject position.

Signature:  Title: HR Director Date: 9-24-15