

# THE ROYSTER GROUP

## EXECUTIVE SEARCH CONSULTANTS

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POSITION TITLE: Director Human Services

ORGANIZATION: Fulton County Human Services Department

LOCATION: Atlanta, GA

### BACKGROUND

The Fulton County Human Services Department is an organization that seeks to strengthen people, their families, and neighborhoods through partnerships with various community organizations and outreach programs. Our partners include organizations that are non-profit, private sector, government, volunteer, and citizen advocates. In response to the growing demand for individualized service outlets; the Human Service Department has established six offices that support the ever-changing needs of our citizens. We are pleased to offer this site as a tool to help Fulton County residents navigate the variety of services available to them in six key areas:

- \* Aging
- \* Children & Youth
- \* Disability Affairs
- \* Housing
- \* Grants & Community Partnerships
- \* Workforce Development.

The Fulton County Human Services Department provides oversight and direction to the County's Human Services Delivery System. This delivery system is comprised of partnerships with various community stakeholders that include nonprofit service providers, private sector, governments, volunteers, and citizen advocates. In addition, the Department administers direct services and programs in an effort to fill service gaps within the delivery system. The Human Services Department fulfills this role through the operation of six programmatic offices:

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### SUMMARY:

Incumbent in this class performs planning and programming duties related to directing the Department of Human Services. Responsibilities include managing assigned staff and resources and developing services and programs designed to meet the needs of youths, the poor and homeless, the elderly, and the disabled within Fulton County.

### DISTINGUISHING CHARACTERISTICS:

This is the second level within a two-level human services administration classification series. Human Services, Director is distinguished from Human Services, Deputy Director in that the former provides overall management for the entire department and establishes the agency's mission, goals, and objectives, whereas the latter administers daily departmental operations in addition to implementing departmental goals, objectives, policies, and procedures.

### REPORTING STRUCTURE:

Director of Human Services will report to the Deputy Director, Fulton County. The Director will direct reports of 10 department heads with a total staff of 200.

### ESSENTIAL DUTIES:

- Develops and administers services and programs for the County's youth, poor, homeless, disabled, and elderly, including shelters; employment opportunity programs; food service programs; transportation programs; counseling programs; school programs; youth programs; and programs for the disabled.
- Manages assigned staff, including establishing workloads, prioritizing work assignments,

# THE ROYSTER GROUP

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evaluating employee performance, interpreting and enforcing policies and procedures, resolving staff issues, and administering disciplinary action as required.

- Develops departmental policies and procedures related to program implementation, use of grant funds, and interaction with program clients and customers.
- Responds to requests from the Board of Commissioners and inquiries from the general public.
- Develops and administers the departmental budget, including monitoring expenditures and managing the acquisition and use of grant funds.
- Consults with the Board of Commissioners and County Manager to advocate, discuss, or report on departmental programs, citizen needs, program recommendations and ordinances, and/or funding changes to meet recognized needs.
- Meets regularly with various community groups concerning County programs and services.

### KNOWLEDGE:

- Principles and practices of management and supervision;
- Principles and practices of budget development and administration;
- Principles and practices of business and/or public administration;

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- Programs and methods used to address poverty and homelessness;
- Children's programs, including after school and summer programs;
- Principles and practices of program planning and evaluation;
- Principles and practices of grants development and administration;
- Programs and methods used to address problems affecting the elderly and disabled;
- Principles and practices of customer service;
- Personal computers and related software.

### SKILLS:

- Managing and supervising assigned staff;
- Organizing and prioritizing work;
- Developing and managing budgets;
- Preparing and presenting oral and written communications;
- Resolving problems and making decisions;
- Writing and administering grants;
- Developing goals, objectives, policies, and procedures;
- Providing effective customer service;

# THE ROYSTER GROUP

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- Developing innovative programs and services for youth and the disabled, elderly, poor, and homeless;
- Communicating effectively with persons of diverse backgrounds;
- Operating personal computers, including spreadsheet, database, word processing, presentation, and other related software;
- Conducting effective presentations;
- Establishing and maintaining effective working relationships with other County personnel, officials, and the general public;
- Communication and interpersonal techniques as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction.

### EXPERIENCE/ TRAINING:

Completion of course work equivalent to the academic requirements of a Bachelor's degree in business or public administration, sociology, gerontology, social work, or a related field (*Master's degree in social work or public administration is preferred*); and seven (7) years progressively responsible experience in public administration or social program management, including four (4) years supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

### LICENSING REQUIREMENTS:

Valid State of Georgia Driver's License (*as required by position assignment*).