STATE OF NORTH CAROLINA OFFICE OF STATE HUMAN RESOURCES POSITION DESCRIPTION FORM (PD-102R)	**APPROVED CLASSIFICATION:** **EFFECTIVE DATE:** **ANALYST:** (This Space for Personnel Department Use Only)
1. Present Classification Title of Position: Health & Human Services Director	**7 Present 15 Digit Positi Number:** / **Proposed 15 Digit Positio Number:**
2. Usual Working Title of Position: Health & Human Services Director	**8. Department, University, Commission, or Agency** Jackson County, Health & Human Services Department
3. Requested Classification of Position:	**A. Institution & Division:**
4. Name of Immediate Supervisor: Don Adams	**10. Section and Unit:** County Administration
5. Supervisor's Position, Title & Position Number: County Manager	**11. Street Address, City and County:** 401 Grindstaff Cove Rd., Sylva, NC 28779
6. Name of Employee: Vacant	**12. Location of Workplace, Building and Room Number:** TBD – 538 Scotts Creed Rd., Sylva, NC 28779 and/or 15 Griffin St., Sylva, NC 28779

I. A. Primary Purpose of Organizational Unit:

The primary purpose of the Jackson County Health & Human Services Department is to provide consolidated services to promote health, safety and well-being of residents in Jackson County. Services in the consolidated Health & Human Services Department include public health and social services.

B. Primary Purpose of Position:

The Health & Human Services Director acts as chief executive officer for the county Health & Human Services Department executing powers and duties as defined in North Carolina General Statute 153A-77. The Health & Human Services Director's role includes difficult, complex administrative and managerial work with the primary responsibility for planning, organizing, staffing and directing the agency's internal operations under the direction of and through delegation from the County Manager and the Board of Health & Human Services. Tasks typically include program supervision and responsibility for fiscal, human resources, strategic planning and intergovernmental relations functions. Employee in this class supervise and manage the agency administrative functions and may have direct administrative supervision of agency program/team leaders, division directors or section heads.

The work may be specialized in large human service agencies characterized by significant organization diversity and complexity. In these setting, the Health & Human Services 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. Health & Human Services Director will have an expanded managerial responsibility at a senior executive level compared to other administrative or managerial positions in the agency to include media relations, intergovernmental relations and program planning.

C. Work Schedule

Normal work hours are Monday-Friday, 8:00 a.m.-5:00 p.m. Some nights and weekends are required, on call 24 hours a day for emergencies. This job also requires travel therefore hours may deviate from the normal schedule for travel and program requirements.

D. Change in Responsibilities or Organizational Relationship:

Consolidation of Department of Public Health and Department of Social Services to one agency, Health & Human Services Department.

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

Powers and Duties of Health & Human Services Director (per NCGS 153A-77):

- Appoint staff of the consolidated human services agency with the County Manager's approval.
- Administer state human services programs.
- Administer human services programs of the local Board of County Commissioners.
- Act as secretary and staff to consolidated human services board under the direction of the County Manager.
- Plan the budget of the consolidated human services agency.
- Advise the Board of County Commissioners through the County Manager.
- Perform regulatory functions on investigation and enforcement of State and local health regulations, as required by State law.
- Act as an agent of and liaison to the State, to the extent required by law.
- Appoint, with the County Manager's approval, an individual that meets the requirements of G.S. 130A-40(a).
- Except as otherwise provided by law, the human services director or the director's designee shall have the same powers and duties as a social services director or a local health director.

Day-to-Day Management of Operations and Personnel:

- Provides day-to-day supervision of Division Directors.
- Reviews and authorizes program development at all levels of the agency. Works with external organizations/community partners to receive feedback and input of services and programs in order to develop meaningful partnerships to provide services to the citizens of Jackson County.
- Works with Division Directors and evaluate various programs, keeps County Manager advised of effectiveness of current program, initiates necessary changes required for the improvement of programs and assess the need for new programs.
- In conjunction with Division Directors, plans and ensures institutional effectiveness regarding all administrative, operational issues and service.
- Develops and implements agency policies and procedures.
- Confers with Division Directors for long and short range planning with the primary responsibility for those areas that cross program lines.
- Responsible for all personnel matters including recruitment, selection, disciplinary action and dismissals and as necessary seeks approval from County Manager for initial appointments.

- Responsible for special projects/assignments as assigned by County Manager including media relations, intergovernmental relations and community relations.
- Responsible for ensuring the security of physical locations and the safety of staff and clients.
- Responsible for grants management and contract monitoring activities for the agency.
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II. B. OTHER POSITION CHARACTERISTICS:

1. Accuracy Required in Work:

This position is required to obtain and maintain an ongoing working knowledge of the legal and philosophical basis for public health, social services and welfare programs. Included here is the ability to interpret, implement and comply with federal and state statutes and policies and Administrative Rules that relate to the work required by the Department of Health and Human Services and Social Services Commission on the county level. This also includes enduring that staff receives all training required by law, including training on new policies and procedures. The accuracy of the work further requires monitoring and oversight of staff who are delegated the authority to act as the Director's representative in specific tasks and areas of expertise.

2. Consequence of Error:

Errors could result in a person's death or contribute to irreparable harm of a person. In turn this could seriously impact the agency and county with regard to misappropriation of public funds, waste of funds, and/or reduction in funding, staff, programs, and services. Errors made in the public assistance of programs could result in incorrect benefits or denial of benefits for eligible citizens. The agency would also be responsible for errrors which could mean increased monitoring and audits, corrective action and/or charge-backs to the county.

3. Instructions Provided to Employee:

Ongoing instructions will be provided through scheduled meetings and when situations arise by the consolidated Health & Human Services Board, Board of County Commissioners and County Manager. It is the duty of the Health & Human Services Director to oversee and implement programs, rules, policies and operations in accordance with local, state, and federal laws.

4. Guides, Regulations, Policies and References Used by Employee:

Guidance for this position is provided through General Statutes of North Carolina, Social Services Program Manuals, Public Health Program Manuals, Office of State Human Resources, NC Department of Health & Human Services, Jackson County Ordinances, Jackson County Human Resources Manual, HIPAA rules, OSHA regulation, and FEMA/NIMS training manuals.

5. Supervision Received by Employee:

Health & Human Services Director will be directly supervised by the County Manager. Formal written appraisals are conducted annually by the County Manager and consolidate Board of Health & Human Services.

6. Variety and Purpose of Personal Contacts:

Contacts include, but are not limited to: consolidated Health & Human Services Board for the purpose of serving as the Board's Executive Officer and Secretary; County Health & Human Services employees (supervisors and direct line staff) to provide direction and oversight in the delivery of agency services, provide leadership and direction for development, implementation, monitoring, and evaluation of agency programs and services, to provide oversight for all personnel activities pertaining to the selection, promotion, conflict resolution, and disciplining of agency employees; County Manager and Board of County Commissioners to respond to complaints and inquiries, as well as to negotiate and advocate for agency resources; and other community service leaders for the purpose of developing and coordinating services and resources needed in the county.

7. Physical Effort:
Work is sedentary and requires little to no exertion of force; light physical effort with involvement of some manipulation of lightweight items (5-10 pounds). Work may involve travel and operation of motor vehicle and extended periods of time at computer keyboard.

8. Work Environment and Conditions:
Due to the nature of providing human services and especially in the provision of involuntary services (e.g. protective services to children and disabled adults), there is the potential in the work environment for this position to deal with threatening and/or violent individuals. This creates a slight to moderate potential for physical injury. The volume of responsibilities and demands upon this position are high relative to a standard 40-hours work week and may cause stress-related illnesses.

9. Machines, Tools, Instruments, Equipment, and Materials Used:
Office telephone, cell phone, computer, printer, calculator, fax machine, scanner, copier, shredder, paging system, various computer operating systems, motor vehicle, etc.

10. Visual Attention, Mental Concentration, and Manipulative Skills:
All of these skills are essential in providing direction and leadership to agency staff in relation to the delivery of public health and social services, responding to budget issues, and to engage in conflict/complaint resolution. Moreover, the skills are required for responding to requests for information from elected officials, staff, clients and the general public. Also, such skills as negotiation and advocacy are needed to elicit approval and consensus building for agency decisions.

11. Safety for Others:
Compliance with health and safety standards to safeguard the wellbeing and safety of other is required. The employee must comply with the local, state, and federal guidelines. Responsible for ensuring protection of vulnerable children and adults who are at risk for abuse, neglect and exploitation and safety for program participants. This position is responsible for ensuring agency staff receives appropriate training for performing their duties safely in the community and working with potentially volatile individuals, as well as standard safety protocols for a large public office environment. This position is also responsible for assuring the physical environment of the agency building and vehicles meets required safety standards.

12. Dynamics of Work:
Expectations for this position are affected by state changes in program policies, regulations and funding. These changes can be brought about by legislative developments, both at the state and federal levels, as well as social research into best practices and the effectiveness of human service programs. Expectations and conditions for this position may also be affected by turnover among the consolidated Health & Human Services Board members, County Commissioners, County Manager, county department leadership, leadership among other community organizations, and community conditions such as poverty, the aging population and environmental disasters.

III. A. KNOWLEDGES, SKILLS, & ABILITIES:
Comprehensive knowledge of County and department policies and procedures; comprehensive knowledge of applicable federal, state and local laws, rules and regulations pertaining to health and human services; comprehensive knowledge of the principles and methods of administration, including planning, directing and personal and fiscal management; comprehensive knowledge of human behavior essential to working effectively with individual and groups; comprehensive knowledge of public welfare policies and programs; comprehensive knowledge in preparing detailed reports and other types of correspondence; thorough knowledge in the use of

standard office equipment and associated software; ability to plan and execute effective in-service training and staff development programs; ability to compute rates, ratios, and percentages; ability to understand and apply governmental accounting practices in maintenance of financial records; ability to establish and maintain effective working relationships with officials, associates, community agencies, various community officials and the general public.

B. **1. Required Minimum Training:**

Master's degree in human services, public health, social services, public administration or related field and three (3) years of experience in public sector management work involving planning, administrative and budgetary responsibilities; or bachelor's degree in human services, public health, social services, public administration or related field and five (5) years of experience in public sector management that provides required skills, knowledge and abilities necessary to perform all aspects of the position.

2. Additional Training/Experience:

N/A

3. Equivalent Training and Experience:

N/A

IV. License or Certification <u>Required by Statute or Regulation:</u>

N/A

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:_____Date:_____

***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:_____Date:_____

***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:_____

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

Signature:_____Title:_____Date:_____

NORTH CAROLINA OFFICE OF STATE HUMAN RESOURCES
POSITION ACTION FORM, PD-118

INSTRUCTIONS

1. Submit this form and a copy of the position description (PD-102) for all requests (except abolishment of a position) to OSHR by email attachment, or US Mail (**DO NOT FAX**). Electronic signatures are acceptable.
2. Complete Sections 1, 2, 3, 4 and 5, including signature of County official, if required.
3. Attach a copy of the organization chart as it will look if the classification request is approved. Indicate on the chart the position to be reviewed.

1. Agency: Jackson County — Date Submitted: TBD
Unit/Section: Health & Human Services Department — Location (City): Sylva, NC
Contact Name: Danielle Wittekind, Human Resources Director — Phone Number: 828-631-2263

2. Basic Position Information: (Complete for all actions)

Current Classification: Health & Human Services Director

Type of position: **X** Permanent ☐ Temporary; End Date: _____ ☐ Part-time, hours /week: _____

Name and classification title of immediate supervisor: _____

X Vacant Name of ☐ Incumbent: _____

3. Position Action: Requested Effective Date: _____

X Establish New Position: Requested Classification: Health & Human Services Director
Salary Grade: 37 Approved Salary Range: $ 74,156.75-145,338.57

☐ Reallocate: Proposed Classification: _____ Position #: _____
Approved Salary Grade: _____ Approved Salary Range: $ _____

☐ Abolish: Existing Position Classification _____ Position #: _____

4. EXPLANATION: (State the reason for the requested action. Identify special project positions.)

Jackson County Board of County Commissioners passed resolution to establish Consolidated Health & Human Services Department consolidating Department of Public Health and Department of Social Services and consolidated agency will remain subject to State Human Resources Act.

5. AUTHORIZATION BY LOCAL DEPARTMENT: This request has been officially authorized and sufficient funds are budgeted and approved for use.

Agency Director	Date	County Official (if applicable)	Date

6. ☐ Approved Classification: _____ Position #: _____
☐ Action Revised and Approved (reason on reverse) Effective Date: _____
☐ Action Request Disapproved (reason on reverse)
(Continue on reverse side or additional sheet if needed)

OFFICE OF STATE HUMAN RESOURCES

Approved: _____ Date: _____

Revised 1/2016