

TOWN OF SOMERS
Position Description

Position Title: Director of Social Services
Department: Social Services
Supervisor: Board of Selectmen

Supervises: Social Services Assistant
FSLA Status: Exempt
Bargaining Unit: None

Definition:

Under the general supervision of the Board of Selectmen, the Director of Social Services exercises significant responsibility in the administrative, supervisory, and professional work in operation of a comprehensive public social services department for the community. The Director of Social Services exercises considerable independent judgment in administering and managing the department and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the scope of the department.

Class Characteristics:

Responsible for the strategic management of the town's social services offerings and develops, plans, manages, supervises, executes, and directs the activities and services of the social services department. The Director of Social Services administers daily operation of social service programs and maintains direct link with service providers (health, meals, wellness, etc.) and writes and prepares grant. Provides accurate, timely, and high-quality service to all internal and external customers. Develops, implements, and evaluates impact and outcomes for programs and services to assist and enrich the lives of person and families in need. The Director of Social Services is expected to exercise a high degree of expertise, initiative, and decision making to ensure the growth and prosperity of the social services department within the community.

Examples of Key Duties:

- Organize, supervise and execute existing town programs including Meals on Wheels, Operation Fuel Program, Town Emergency Fund, CT Energy Assistance Program and Season of Giving Campaign. Provide CHOICES counseling (Connecticut's program for Health insurance assistance, Outreach, Information and referral Counseling, and Eligibility Screening)
- Maintain records of client participation, membership, usage and needs to support program evaluation, grant applications and reporting as necessary.
- Review current department structure and services and identify ways to expand and improve programming including, but not necessarily limited to the following areas: early child services, youth and family services, adult and community services, and senior services.
- Collaborate with Board of Education and Somers Public Schools to identify the needs of the student population and create new programming to meet the needs. Conduct community needs assessment.
- Identify and write grants to help fund new community initiatives.
- Serve as liaison for appropriate community organizations including but not necessarily limited to: Somers Comes Together, Senior Advisory Committee and others.
- Review and approve, or create, operating procedures and policies for existing and future programming
- Create a comprehensive communication plan to deliver essential information and ensure community awareness of existing programs and services, as well as future plans for program offerings.
- Maintain consistent and effective communication with a variety of individuals related to the successful operation of social services programs including internal and external program partners and service providers. Participate in the

preparation and distribution of department public information materials and prepare and deliver presentations at public meetings as necessary. Provide narrative and statistical reports and updates to town agencies including the, Board of Selectmen, Board of Finance, and others as needed.

- Prepare, administer, monitor, and manage operating budget for the department. Present annual budget to appropriate Town staff personnel. Direct and control the expenditure of Department including all fund allocations. Develop and execute funding strategies for programs and improvements. Direct and oversee proper fund collection for all programs and activities.
- Attend regional meetings. Cultivate relationships with external partners. Conduct routine community outreach to various service providers.
- Promote customer-focused services and practices. Perform appropriate public relations duties including, resolve problems and refer unusual incidents to appropriate departments or agencies.
- Respond to emergency situations involving department facilities and personnel. Coordinate with appropriate Town staff on personnel actions.
- Collaborate with Somers Public Schools, Somers Police Department, Somers Fire Department, Somers Senior Center and other Town agencies to effectively execute services. Coordinate with public, private, and civic organizations, as well as Town staff and liaisons, to develop short and long term planning for a comprehensive community department.
- Perform technical duties associated with program activities and maintain knowledge of latest technology and applications.

Qualification Requirements

Education and Experience:

- Equivalent to graduation from a four-year college or university with major coursework in social services, human services, or a related field and (5) years of professional social services administrative experience or any equivalent combination of education and experience.

Licenses:

- Must possess and maintain a valid State of Connecticut driver's license and a satisfactory driving record.

Physical Requirement and Working Conditions:

- Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, and to attend various meetings at various sites, and have ability to work in off-hours shifts or events as required; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Knowledge of:

- Knowledge and expertise in the area of municipal social services programs and their management; working knowledge of the social services referral and direct service opportunities; working knowledge of modern office and bookkeeping procedures; working knowledge of methods and to assist persons and families in need.
- Ability to organize, manage and direct social service programs and personnel; ability to work night and weekend hours.
- Ability to develop short term and long range comprehensive plans for programs and services and to implement and evaluate such programs and services; to establish and maintain effective working relations with town staff and officials, the public, and the media; to handle multiple projects and programs at one time. Ability to assign, train, and supervise programs, staff, and volunteers. Ability to work effectively with the general public and to establish

and maintain customer oriented working relationships. Ability to maintain a calm and poised demeanor in stressful, high intensity, and/or emergency situations. Ability to communicate effectively.