



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 4040

HUMAN SERVICE CENTER DIRECTOR

Grade Q

SCOPE OF WORK:

Work involves directing two regional Human Service Center(s) (HSC) within the Department of Human Services (DHS). Duties include overall planning, organizing, and managing the activities associated with delivery of human services to individuals or families in need.

DUTIES PERFORMED:

- Direct programs and services of the HSC; ensure compliance with licensure, accreditation, and professional standards.
- Provide leadership to staff, regional council, related boards, interagency groups, committees, organizations, region, and communities in the development and implementation of human service programs that meet the needs of residents in the surrounding area.
- Communicate DHS and HSC mission and vision to stakeholders; implement and monitor DHS strategic plan in the HSC area of responsibility; assure accomplishment of DHS and HSC mission, vision, and strategic plan.
- Plan, develop, approve, implement, monitor, and evaluate HSC goals, objectives, policies, and procedures.
- Ensure appropriate supervision of programs administered by the county social service boards within the region.
- Manage fiscal activities of the HSC; develop and direct the fiscal accounting system and budget based on the region's human service needs.
- Direct human resource activities of the HSC; manage recruitment, hiring, evaluation, and compensation of staff; provide direct supervision to designated managers; ensure compliance with merit system principles of personnel administration.
- Develop and maintain effective stakeholder relationships and public relations activities in the region with HSC council, related boards and organizations, interagency groups, committees, legislators, other officials, and policymakers; direct community awareness programs and media activities; represent the HSC and DHS at hearings, public meetings, boards, and committees.
- Serve on the DHS management team for needs assessment, strategic planning, and statewide alignment of services.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a master's degree in business, public, or health care administration, psychology, special education, social work, nursing, counseling, vocational rehabilitation, sociology, or other closely related field and six years of work experience managing fiscal and human resources in a human service organization. A bachelor's degree in one of the above fields and eight years of work experience as described above will also qualify.

Eff. Date: 6/88

Rev: 2/00 – Word processing conversion

Rev: 8/04 – Rewritten in current format; changed title, scope, and grade

Rev: 9/06 – Added lower level

Rev: 11/06 – Updated level 2 definition statement

Rev: 7/12 – Conversion to Hay System; *Pay Grade Exception assigned (II level only)
7/12; NDAC 4-07-04-11 & 4-07-04-12

Rev: 6/15 – Deleted first level; reviewed factoring and removed pay grade exception