

**COLLIER COUNTY, FLORIDA
CLASSIFICATION SPECIFICATION**

**CLASSIFICATION TITLE: DIVISION DIRECTOR – COMMUNITY AND
HUMAN SERVICES**

PURPOSE OF CLASSIFICATION

The purpose of this classification is to manage, direct, and organize all County housing and human services programs in order to provide professional, efficient public assistance to Collier County's indigent and/or elderly citizens. Manages the Department of Housing and Urban Development programs – Community Development Block Grant (CDBG) Program, the HOME Investment Grant Program, Emergency Shelter Grants, Continuum of Care (CoC) Grants, Neighborhood Stabilization Program (NSP), State Housing Initiatives Partnerships (SHIP), Affordable Housing Programs, and the Department of Community Affairs Disaster Recovery Initiatives; manages the Department of Elder Affairs programs – Older American Act Title C-1, Title C-2, Nutrition Incentive, Title III-E Caregiver, Community Care for the Elderly, Alzheimer's Disease Initiative, Home Care of the Elderly and Medwaiver Grants; manages the Corporation for Community Services programs – Retirement Supplemental Volunteer Program (RSVP) Grant. Manages and directs personnel in order to provide professional, efficient public assistance to Collier County's eligible low income population including indigent, elderly, medically needy and housing assistance. Provides for liaison between state and federal human service programs and manages funding received from state and federal human service governmental entities.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Manages, directs, and organizes all County housing and human services programs as the lead agency for all housing and human services programs in Collier County. Develops and communicates the vision of the Community and Human Services Department to staff, constituents and internal customers. Manages all resources and supervises program supervisors as they carry out their operational responsibilities.

Interviews and recommends the hiring of personnel; provides for staff training and development; communicates all necessary information to staff; works with staff to correct deficiencies; implements disciplinary procedures; recommends employees for termination; supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, developing Key Result Areas (KRAs) and completing employee performance appraisals; provides succession planning of staff; recommends and approves job audits, reclassifications, and merit increases.

Ensures the CDBG Five (5) Year Consolidated Plan and Annual Action Plan is adequately prepared to assure continued annual funding of Collier County's CDBG and HOME programs and the CoC. Utilizes guidelines from the Department of Housing and Urban Development (HUD) to ensure compliance.

Provides direction to the Federal Grants section to ensure compliance with all Federal and local laws and governmental regulations relative to CDBG, HOME, and CoC programs. Reviews results of compliance audits and makes appropriate adjustments in order to maintain standards of sub-recipient compliance with regulations and agreements to avoid program jeopardy.

Provides direction to establish the requisite commitments, goals and policies to successfully execute the Affordable Housing policy decisions established by the BCC; including establishing development and economic incentives in the Growth Management Plan (GMP) and the Land Development Code (LDC) to eligible/qualified developments.

Reviews and executes legally binding documents (such as mortgages, notes, etc.) providing for housing impact fee deferrals, first time homebuyer financial assistance, and emergency repairs/rehabilitation to qualified homeowners through the State SHIP Program.

Oversees the development of culturally sensitive housing and human service programs and makes recommendations to the Board of County Commissioners. Provides strategic planning and evaluation for all programs. Develops and provides a system of quality management for programs and develops outcome based programming.

Plans, implements and oversees programs that provide assistance to seniors (such as Older American Act Title C-1, Title C-2, Nutrition Incentive, Title III-E Caregiver, Community Care for the Elderly) and individuals at or below federal poverty guidelines and their families to maximize self-sufficiency, safety, health and independence so that they can remain living in the community for as long as possible and maintain the highest quality of life.

Oversees, manages and directs all items to present to the BCC on an ongoing basis including contracts with grantor agencies and sub-recipients, impact fee deferrals, contact amendments, Housing Plans and amendments, policy recommendations, affordable housing proposals and workshops. Monitors project progress and intervenes with sub-recipients if required.

Uses customer surveys and “mystery shopping” to monitor and evaluate ongoing programs to assess effectiveness, quality of service, adherence to program objectives, and cost justification. Ensures continuous improvement of business processes.

Provides support, advice, and personal intervention to staff when they are challenged by difficult clients or in an emergency situation.

Establishes department goals and objectives; develops policies and procedures and evaluation criteria for each program area. Interprets and applies department policies and procedures and federal, state, and local laws, rules, and regulations in order to ensure compliance. Develops and communicates the vision of department to staff constituents and internal customers.

Develops and maintains strong relationships with community agencies both by collaborative efforts and by serving on local and regional boards of directors of such agencies and in order to access additional funding sources. Makes presentations to the BCC, civic groups, homeowners associations, County departments, other public and private agencies regarding affordable housing issues, impact fee deferrals, human services programs, federal and state grant activity.

Provide leadership to Federal grant and State grant departmental personnel to grow their respective organizations through additional grant programs to maximize the community development, housing and public welfare benefits to Collier County. Create new ideas, programs, and represents these ideas to external social organizations for additional growth through mutual leveraging of programs. Attendance and representation at state and regional programs and enhanced professional with HUD senior executives facilitates this growth.

Oversees and monitors affordable housing construction projects with non-profit developer sub-recipients such as Habitat for Humanity Regal Acres, Liberty Landing and Trail Acres.

Serves as the liaison with local, state and federal quality, planning, and governmental agencies for the Board of County Commissioners in order to provide technical assistance on complex program matters (e.g. changes in regulations/statutes).

Manages the pursuit and negotiation of grant proposals; oversees the administration of grants and contracts; ensures compliance with appropriate legal and programmatic regulations.

Communicates and manages activities and interaction with other County departments, divisions, state agencies, and community service groups.

Develops and introduces initiatives in implementing service integration among various agencies, reducing costs associated with the program and increasing state and federal revenues.

Prepares and administers the budget and performs related budgetary duties as required; formulates and determines accurate expense and revenue projections in compliance with federal and state rules and mandates using the County budget policies. Approves all department travel requests. Authorizes expenditures of federal, state, and county funds.

Provides knowledge of federal, state, and local laws and regulations pertaining to activities and programs of community and human services and provides recommendations to the Board of County Commissioners. Responds to request from constituents, commissioners and management regarding community and human service programming in Collier County. Advises the Public Services Administration, County management, and the Board of County Commissioners of pending legislation that could have an adverse affect on County programs or budgets.

Prepares and evaluates technical reports related to the delivery of social and senior services such as the state of housing in Collier County.

Provides direction, oversight and staff assistance to the Board of County Commissioners appointed advisory Boards which include the Affordable Housing Advisory Committee and the Black Affairs Advisory Board.

Collaborate with the Physician Lead Access Network Access Network (PLAN) to insure success of the physician donated services as part of the safety net for health care services for the uninsured.

Implement Health Information Technology Grant with PLAN, local clinics and hospitals for the sharing of patient data and information.

Operates a computer, printer, facsimile machine, telephone, copier, calculator, automobile, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

ADDITIONAL FUNCTIONS

Approves payroll.

Approves and reviews pay requests.

Approves SAP items.

Approves and reviews environmental reviews

Responds to AIMS issues

Edits and reviews all executive summaries, contracts, amendments and brochures

Schedules meetings, appointments and special events.

Answers the telephone and takes messages.

Provides casework as needed.

Makes copies and mails information.

Provides support for the Domestic Animal Services dangerous dog hearings.

Performs other related duties as required.

In the event of a declared state of emergency, employees in this classification may be called to work during days or hours other than those for which they are regularly scheduled.

MINIMUM QUALIFICATIONS

Bachelor's degree in Public Administration, Business Administration, Social Work, or a closely related; Masters degree desirable; supplemented by six years of experience in management, and experience in housing and social service programs; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Florida Driver's License with any applicable endorsements and maintain eligibility requirements and endorsement(s) to drive a County vehicle as provided in CMA 5805. Grant experience including CDBG, HOME, SHIP, Department of Elder Affair (DOEA), DRI and NSP. Fingerprinting required.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a managerial capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize consulting and advisory data and information, as well as reference, descriptive and/or design data and information as applicable.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions; to deal with several concrete and abstract variables; and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

Leadership:

Customer Service:

Financial Accountability:

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as odors, traffic hazards, violence, or disease.

Collier County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.