

## CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

### CLASSIFICATION

**TITLE:** Director of Human Services

**CLASS CODE:** 6169

### GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification direct the efforts of a comprehensive social service delivery system designed to improve the lives of “at risk” citizens in the City of St. Louis.

### DISTINGUISHING CHARACTERISTICS:

This is an advanced-level managerial classification in the Social Services Series – Executive Social Services Group job family within the City of St. Louis. Incumbents within this classification perform complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include the ability to represent the mayor on social issues if requested.

Incumbents work under administrative direction. They are free to plan, direct and organize all phases of work necessary for its completion within broad program guidance. Incumbents generally report to an executive level administrative official.

This is the executive level for this series. Positions in these classes have **primary and major** responsibility for setting broad policies, exercising overall authority for the execution of those policies and managing work units or operations. Incumbents are delegated on a regular and recurring basis full authority to establish comprehensive objectives and strategies for a department and its major subdivisions. This level of work considers all internal and external forces and developments on department strategies and goals, guides the integrated planning for functional activities, and continually reviews both objectives and their implementation for effectiveness.

### EXAMPLES OF WORK (Illustrative Only):

***(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)***

Plans and advocates the formulation or modification of agency or major work unit administrative and/or program systems and practices to promote equitable management of human, financial, and other resources within the agency.

Facilitates effective work relationships between the agency and other administrative and/or program systems.

Directs implementation of administrative and/or program control systems to obtain the necessary administrative and/or program information and financial data required in the decision-making and planning process.

Controls and coordinates the direction of administrative and/or program functions over a long range planning period to facilitate attainment of program goals; to ensure adherence to administrative directions, state and federal laws and regulations; and to maximize the interaction and delivery of services.

Confers with the agency head, other administrators and divisional managers/directors to discuss and solve agency-wide problems and/or issues that impair the effectiveness and efficiency of programs and organizational operations.

Confers with and advises subordinate agency staff to exchange information on and/or explain administrative and program objectives, policies, procedures, and standards; and to identify the characteristics and impact of work problems and formulate possible solutions.

Evaluates and determines disposition of new and/or revised rules and procedures recommended by agency staff or representatives of other organizations to assess the impact of the proposals on the administrative and/or program systems and to ensure proposals, respond to program needs and comply with state and/or federal law.

Provides leadership within the value structure, vision and mission of city administration.

Coordinates the delivery system of services designed to assist "at risk" citizens.

Disburses funds totaling \$23 million.

Acts as a point person for the Mayor on questions regarding aging, youth, families, homelessness, disabilities and veterans affairs.

Coaches subordinates to achieve a positive work environment.

Responds to organizational problems.

Works as an advocate for "at risk" groups.

Represents organization at committee and board meetings.

Disseminates information to business, community, city and state departments regarding concerns and services of "at risk" groups.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

#### **Data Utilization:**

Requires the ability to perform upper-level data analysis, including the ability to hypothesize, theorize and assimilate, to modify or adapt existing policies/methods to meet unusual conditions within the context of existing theories and management principles.

#### **Human Interaction:**

Requires the ability to direct a major organizational unit requiring significant internal and external interaction.

**Equipment, Machinery, Tools and Materials Use:**

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a personal computer, word processing and spreadsheet software, fax machine, overhead projector, and/or materials used in performing essential functions.

**Verbal Aptitude:**

Requires the ability to utilize a variety of advisory data and information such as vouchers, budget, grant applications, strategic plans, policies and procedures, general operating manuals, and non-routine correspondence.

**Mathematical Aptitude:**

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals; requires the ability to interpret descriptive statistics.

**Functional Reasoning:**

Requires the ability to apply principles of logical or synthesis functions involving planning and directing of interrelated activities or multiple departments. Ability to deal with several concrete and abstract variables in working out approaches to major problems.

**Situational Reasoning:**

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

**Environmental Factors:**

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to disease and irate individuals poses a very limited risk of injury.

**Physical Requirements:**

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds, such as office supplies.

Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:**

Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks, such as using training equipment at public presentations.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

**EDUCATION AND EXPERIENCE STATEMENT:**

Master's degree in Business, Management, or a related field with five to seven years experience in management of human services programs or any combination of education and experience that provides equivalent knowledge, skills and abilities.

**SPECIAL REQUIREMENTS:**

None.