



# Human Services Manager

## Job Description

Department: County Administration  
Position: Career Service  
Grade: 728  
Supervisory: Supervisor  
Reports to: County Administrator

### Summary

Under general guidance and direction of County Administrator, performs senior leadership duties and is responsible for planning, organizing, directing, and coordinating all human services programs within Utah County. Provides poverty mitigation initiatives, aligns efforts in homelessness reduction, manages grants or other funds related to human service efforts including the Department of Workforce Services (DWS) Poverty Mitigation Grant and opioid settlement funds, and oversees the implementation of strategic plans related to division objectives. Ensures human services programs are integrated and aligned with county-wide systems.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ensure compliance with Federal, State, and local regulations and standards particularly those related to the DWS Poverty Mitigation Grant and Opioid Settlement initiatives.
2. Develop and implement strategic plans for the Human Services programs; ensure County goals and objectives including poverty mitigation, homelessness reduction are aligned.
3. Oversee the implementation of the DWS Poverty Mitigation Grant; ensure program objectives and initiatives are met and contribute to a broader county strategy.
4. Oversee the administration of all human services programs, which may include social services, child and family services, and aging services.
5. Ensure that all human services programs are effectively integrated with county-wide systems; provide extensive systems oversight and optimize service delivery and operational efficiency.
6. Ensure programs are designed to meet the needs of diverse populations, including those affected by poverty, homelessness, and opioid misuse.
7. Monitor and evaluate program effectiveness; make necessary adjustments to improve outcome and efficiency related to poverty mitigation, and opioid settlement funds.
8. Develop and manage department's budget; ensure effective allocation of resources to meet program goals.
9. Identify and secure funding opportunities, including grants to support and expand human services programs.

### For Office Use Only

Job Code: 2082  
Job Title: Human Services Manager  
FLSA: Exempt  
Effective Date: 2/15/2025  
Public Safety: No

Worker's Compensation: Clerical  
Background Level: I  
Safety Sensitive: No  
DOT: No  
ML: Supervisor

10. Oversee financial reporting, audits, and compliance with all funding sources; ensure transparency and accountability in the use of public funds.
11. Collaborate with subject matter experts and contractors to develop, enhance, and implement specialized programs and services that address the unique needs of the community and deliver highest quality of services.
12. Serve as a spokesperson for the Human Services Division; represent the County at the public meetings, community events, and with the media.
13. Provide leadership and promote policies and initiatives for well-being of Utah County residents, with a focus on poverty reduction, homelessness, and opioid misuse.
14. Engage with the community to identify needs, gather feedback, and ensure responsive and accessible services.
15. Prepare and submit regular reports to the County Administrator and other stakeholders on program performance, budget status and strategic initiatives.
16. Collaborate with contracted agencies to accomplish division goals.
17. Maintain close and effective working relationships with other county departments and offices to ensure streamlined operations.
18. Stay informed about changes in legislation and regulations that impact human services programs; make necessary adjustments, as needed.
19. Lead, mentor, and manage a multidisciplinary team; ensure personnel are well-trained and motivated.

#### **Knowledge, Skills, and Abilities**

- Considerable knowledge of literature, laws, regulations, and trends relating to Human Services particularly in relation to poverty mitigation and systems integration
- Knowledge of governmental and fiscal accounting principles, practices and procedures
- Knowledge of organization and operation of Federal, State and local government
- Knowledge of grant tracking, reporting, renewal and retention processes
- Skilled in leadership and organizational behavior
- Skilled in communication and interpersonal skills
- Skilled in financial management, including budgeting, forecasting, and reporting
- Skilled in utilizing various computer applications, including word processing, spreadsheets, and databases
- Ability to maintain strict confidentiality related to sensitive administrative information
- Ability to exercise expert, independent judgment within general policy guidelines
- Ability to understand, interpret, and apply County, State, and Federal laws and regulations governing the conduct of County operations
- Ability to communicate effectively verbally and in writing
- Ability to establish and maintain effective relationships with those contacted during the course of work activities

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- Ability to coordinate multiple tasks efficiently and work well under pressure and impending deadlines
- Ability to manage a hybrid/mobile team to effectively deliver department goals.

### **Supervisory Responsibility**

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work occasionally exposes the incumbent to high-stress situations including contact with clients and/or the public in uncomfortable, confrontational, and emotionally charged circumstances.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift supplies up to twenty (20) pounds. The employee occasionally drives a motor vehicle.

### **Position Type / Expected Hours of Work**

Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

### **Required Education and Experience**

1. Bachelor's degree in Social Work, Public Administration, Human Services, Systems Management, or a related field.
2. Five (5) years of progressively responsible experience in human services, social services, or a related field, including two (2) years in a supervisory capacity.
3. Equivalent combinations of education and experience may also be considered.

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**Preferred Education and Experience**

- 1. Preference may be given to applicants with a Master’s degree in a closely related field.
- 2. Preference may be given to applicants with experience on systems oversight or management.
- 3. Preference may be given to applicants with certifications in human services, social work, systems management, or public administration.

**Additional Eligibility Qualifications**

- 1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
- 2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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