

**WINNEBAGO COUNTY
POSITION DESCRIPTION**

May 2026

POSITION TITLE: **Director of Human Services**

DEPARTMENT: Human Services

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Overall responsibility for management of the Department of Human Services. Under Wisconsin Statutes chapter 46.23(6) administers and oversees the operations of the Department. Reports directly to the County Executive with policy oversight from the Human Services Board.

ESSENTIAL FUNCTIONS:

1. Manages, operates, and maintains comprehensive array of human service programs for county residents in compliance with federal and state mandates as well as executive and board approved discretionary services.
2. Prepares an annual departmental budget in compliance with federal and state mandates for the county executive and oversees and monitors compliance with budget targets. Develops and monitors contracted services with partner agencies.
3. Organizes, distributes, and delegates work to subordinates fairly and impartially. Provides clear and appropriate direction to employees. Provides training and coaching to subordinates. Ensures that staff has the resources and flexibility to perform, improve, and learn in their jobs. Keeps open communication with subordinates, listens to them, and provides feedback. Positively motivates, mentors, and leads employees. Provides appropriate and timely performance evaluations for all subordinates.

ADDITIONAL ESSENTIAL DUTIES:

1. Administratively oversees all personnel of the department so as to provide quality services provided to the public including ensuring timely and effective service delivery.
2. Addresses and resolves complaints from the public regarding departmental services or personnel.
3. Develops, administers, and maintains department procedures and work rules.
4. Develops processes to ensure compliance with audit results and regulatory adherence.
5. Develops and implements strategic plans for service improvement and systems change that provide measurable improvements in client program completion rate using evidence-based practices.
6. Represents the department as a representative to the state human services association and participates in state-county or multi-county workgroups, consortia and committees.
7. Represents the department as a liaison with other county departments, schools, courts and other community partners.
8. Focuses on workforce stability through establishing a positive work culture that results in staff retention and ensuring appropriate training is offered.
9. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to County Executive.
2. Acts as administrative liaison to the Human Services Board.
3. Supervises Deputy Director of Human Services, Division Manager – Administrative Services, Division Manager – Behavioral Health, Division Manager – Child Welfare, Division Manager – Economic Support, and Division Manager – Long Term Support.
4. Works with other county department heads, other county directors of human services, represents the county on the state association and on various state-county workgroups and committees, State Secretaries of Children and Families, and Health. Works with non-profits, schools, law enforcement, courts and other community parties on initiatives or complaints.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. A master's degree in a Human Services-related field.
2. Ten years of progressively responsible supervisory and related experience including five years of prior experience at an upper management level in human services.
3. Experience with staff supervision, budgeting, and program management and development.
4. Must have the capacity to freely move in the community (such as through possession of a valid driver's license or other means) including access to a vehicle.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of and ability to provide or procure training to staff.
2. Ability to establish and maintain effective professional relationships with employees, peers and the public
3. Ability to coordinate staff workflow and to handle complaints and case problems.
4. Strong written and verbal communication skills including listening skills and public speaking experience.
5. Ability to knowledgeably operate a computer and various software programs
6. Ability to create a budget involving potentially unknown variables.
7. Ability to adhere to budget, oversee the successful acquisition of grants, and operate in a cost-efficient manner.
8. Ability to analyze policies and laws and their impacts on all areas of human services.
9. Working knowledge and understanding of Trauma Informed Care principles preferred.
10. Ability to effectively address and resolve conflict and to manage stress in a professional manner.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and other statewide locations.