City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
Directs a full range of comprehensive/innovative behavioral health, developmental, substance abuse, social services, and continuous quality improvement programs to ensure appropriate resources are made available to citizens served; and serves as the Community Services Board’s (CSB) Executive Director and on other Human Services related boards to include the Social Services Advisory Board. As a City Manager appointee, this position serves at the pleasure of the City Manager and is not considered part of the merit service as defined in City Code, section 2-75.

Representative Work Functions and Responsibilities
Direct operations of the City’s Social Services, Behavioral Health, Developmental Services, and Continuous Quality Improvement programs.

Provide recommendations to the City Manager, or designee on program/policy innovations, changes, and enhancements.

Lead and serve on organizational initiatives/programs and assignments to support and address quality of life and public safety issues that characterize community-based programming.

Provide recommendations to the City Manager or designee regarding intergovernmental policies impacting local service delivery issues with particular focus on funding and compliance.

Partner with other City, State departments and other organizations on various initiatives for effective service delivery and outcomes.

Represent the City on Social Services and Behavioral Health related issues with external organizations and the media.

Align resources with department and city strategies (e.g. link commons management to the organization’s mission and desired outcomes).

Ensure department accountability through demonstrated systems thinking, issues and trends identification, and effective resolution.
Director of Human Services #05007

Foster Federal, State, and regional cooperation where opportunities exist to further the City’s and region’s visions and departmental goals. Direct workforce planning, and focused learning and development to meet current and projected departmental needs.

Establish departmental systems, processes, and approaches.

Facilitate effective communications throughout all levels of the organization, with Council and the public.

Create effective links and relationships with the media, community groups, and various constituencies.

Facilitate the exchange of ideas and information between the city organization, employees, and the community.

Identify, develop, and propose internal (city) and external (community) issues for review and/or action by the city.

Serve on and support related boards and commissions as required.

Ensure that Council's vision, organizational values, and the City's mission are understood and executed by members at all levels of the department.

Design and implement change processes/methods to enhance and/or improve Human Services operations.

Create a work environment that supports and encourages innovation and promotes learning, productivity and positive morale.

Lead the development of departmental human resources, including volunteers and interns, through effective management practices (e.g. coaching, delegation, and rewarding member successes).

Promote, encourage, and lead collaboration in seeking new ways to share resources, implement and sustain best practices in order to optimize service delivery organization-wide.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards
Ensure the social and financial needs of individuals and families are met, and that children and adults are protected from abuse and neglect through effective and proactive administration of programs; plans, promotes, and develops services valued by citizens and those required by code and charter; ensures federal, state, and local regulations are met and appropriate accounting practices are followed in receiving federal and state funds as reimbursement for services; performs management duties with accountability and authority for the strategic direction of the department and to achieve desired outcomes; exemplify, apply, and promote the City’s mission, organizational values, and strategies; and support the City Manager, Deputy City Managers, Chiefs, and Council through completed staff work.

Preferred Qualifications
Master’s degree in human services or related field (e.g. social work, psychology, public administration, government operations, business management) and six (6) years of high-level management experience

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
OR combination of education (above high school level) and experience equivalent to twelve (12) years in fields utilizing the knowledge, skills, and abilities listed above, including five (5) years of experience at the program management or administrator level.

**Special Requirements**
All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

A. **Knowledge**

1. Comprehensive knowledge of behavioral health, developmental services, substance abuse, social services, and continuous quality improvement including the principles and practices relating to planning and implementing community-based services, assuring human rights, maintaining appropriate licensure and accreditation, and funding streams and compliance requirements.
2. Knowledge of the qualifications and characteristics of the occupational groups required to provide a continuum of care.
3. Thorough knowledge of local government organization and operations.
4. Knowledge of federal, state, and local laws and regulations pertaining to behavioral health service and social service delivery, personnel and financial administration, and client rights.
5. Knowledge of research techniques and statistical analysis.
6. Comprehensive knowledge of federal and state human service agencies and their interface with local human service programs.
7. Knowledge of specialized theories, principles, and practices in social work and their application to a local Human Services organization.
8. Knowledge of the principles of equal employment opportunity, client civil rights, and the value of diversity and inclusion.

B. **Skills**

1. Skill in interpreting highly technical philosophies, policies, and practices in behavioral health, social service, and continuous quality improvement administration.
2. Skill in communication and negotiation with employees, advocacy groups, state and/or other governmental agencies concerning highly technical and often controversial issues related to Behavioral Health and human services.
3. Skill in relating to Council-appointed Board members.
4. Skill in developing and maintaining collaborative and effective working relationships with other human services entities (local, state and regional), city officials, employees at various levels within the organization, media, constitutional officers, courts, and the general public.
5. Skill in communicating with members of the General Assembly delegation regarding program and funding issues at the local level.
6. Skill in making formal presentations to city officials, department staff, and the public.
7. Skill in workforce planning.
8. Skill in setting goals and objectives.
9. Skill in training and motivating all levels of staff to be proactive and participatory in recognizing needed change, developing and implementing change, and coordinating application of Quality Government principles and practices.
10. Skill in supervising and evaluating staff and building an effective team using a participative and collaborative management style.
11. Skill in counseling, coaching, and mentoring individuals and groups.
12. Skill in mediating employment issues including consumer complaints regarding staff.

C. **Abilities**

1. Ability to direct well-rounded behavioral health, developmental services, social services, and...
Director of Human Services #05007

continuous quality improvement programs.

2. Ability to assimilate, interpret, and evaluate complex positions on behavioral health, developmental services, social services, and continuous quality improvement issues and make decisions on appropriate courses of action.

3. Ability to develop, present, and defend complex and diversified issues, reports, and data (service delivery and reimbursement) orally and in writing.

4. Ability to incorporate roles and responsibilities in job performance, and apply them throughout the organization.

5. Ability to lead, manage, and motivate staff and accomplish effective workforce planning.

6. Ability to deal effectively with angry, hostile individuals such as parents charged with child abuse and neglect.

7. Ability to establish/maintain effective working relationships with federal, state, and city officials as well as other human service agencies.

8. Ability to understand, value, and promote diversity.

9. Ability to think strategically and creatively.

**Working Conditions**
The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description may be made available at the position (PCN) level.

**NOTE:** Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City’s business.

**Physical Requirements:** Physical refers to the requirement for physical exertion and coordination of limb and body movement.

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis and routine keyboard operations.

**Mental Requirements:** Mental refers to the degree that the job involves cognitive activities, and use of mental processes.

Uses advanced professional level work methods and practices in the analysis, coordination or interpretation of work of a professional, social, fiscal, legal, or managerial nature and formulates important recommendations or makes technical decisions that have an organization wide impact.

**Environmental Conditions:** Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.

This job involves a risk of limited to no exposure to any environmental hazards.

**Sensory Requirements:** Sensory refers to hearing, sight, touch, taste, and smell required by the job.

This job requires normal visual acuity, and field of vision, hearing, and speaking.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.