



Waukesha County

## Human Services Manager (Aging & Disability Resource Center)

<b>SALARY</b>	\$48.87 - \$70.39 Hourly	<b>LOCATION</b>	Waukesha, WI
<b>JOB TYPE</b>	Full-time	<b>JOB NUMBER</b>	ADRC Mgr 10/20/24
<b>DEPARTMENT</b>	Health & Human Services Department	<b>OPENING DATE</b>	12/06/2024
<b>CLOSING DATE</b>	1/10/2025 4:00 PM Central		

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### Description

**Waukesha County's Department of Health & Human Services is recruiting for a talented Human Services Manager to lead the Aging & Disability Resource Center.**

**Waukesha County offers** a comprehensive compensation and benefits package including excellent health/dental/vision, life insurance, generous paid time off (vacation, 10 holidays, 3 floating holidays, ample accrued sick time that rolls over each year), an exceptional pension plan with employer match and lifetime retirement payment plus an optional tax advantaged 457 retirement savings plan. Amongst many other benefits, employees are recognized and valued through a pay for performance system. Successful candidates will be eligible for performance-based merit increases and non-base performance awards. Employee well-being is promoted through a balanced work-life culture and through an exceptional employee wellness program that offers a variety of programs and tools to help promote an employee's wellness and health, including an on-site health & wellness clinic.

**Prior to hiring**, the successful candidate will be subject to work/education/certification reference(s) verification, a criminal background and driver's license check.

### Example of Duties

Under direction to be responsible for the development, administration and direction of programs, services and activities addressing the needs of the older adult and disabled adult communities; to direct the management of contracted and/or grant funded services; and to perform other duties as required.

1. Serves as the division head and directs the division staff.
2. Directs the preparation and implementation of the division's strategic plan including the operational policies, goals, and objectives.
3. Directs the preparation and administration of the division's operating budget and the authorization and implementation of approved expenditures.
4. Develops, directs, and administers the programs, activities and services provided or managed by the division including intake, information and assistance, nutrition and community services, benefits, case management, adult day care, and specialized transportation.
5. Provides direction and leadership to the division by analyzing and responding to changing trends in legislative, societal and community needs with progressive and innovative programs, activities, and services.
6. Directs the preparation and submission of fiscal and operational reports for the division.
7. Oversees the provision of governmental, business and community funding, grants and other division revenue resources.

8. Oversees and approves the purchasing, monitoring, and evaluation of contracted services in the division, and negotiates and approves contracts for service.
9. Directs the application for and administration of grant funded services for the division.
10. Develops and implements new programs and services and evaluates the effectiveness of existing ones.
11. Develops, implements, and maintains comprehensive policies and procedures regarding the division's services and programs.
12. Directs the selection, supervision, and evaluation of staff in the division.
13. Establishes and maintains effective working and public relations with representatives of federal, state, and local government, community officials, service providers, and the general public.
14. Monitors federal and state administrative policies and legislative initiatives for impact on the division, and recommends appropriate County policy.
15. Advises and makes recommendations to the County Executive, County Board Chair, County Board, and various committees and commissions on issues related to the programs and services provided by the division.
16. Conducts oral presentations to promote public education and awareness of the services and programs provided by the division and the issues impacting the delivery of services.
17. Serves as an advocate and acts as a liaison for the older adult and disabled adult communities of the County to effectively address the changing needs of these populations.
18. Serves in designated leadership role in emergency government planning, training, and activation.
19. Performs other duties as required.

## QUALIFICATIONS

### Essential Knowledge and Abilities

1. Thorough knowledge of the types of programs and services required by older adults and disabled adults in such areas as health, nutrition, information and assistance, long term care, benefits, and transportation, and of the methods and practices for delivery of such services.
2. Thorough knowledge of the role of the division and social service agencies within the community and state, and the objectives of a public agency providing services to the senior and disabled populations.
3. Thorough knowledge of the federal, state, and local laws, codes, and regulations concerning the operation of programs or services associated with the division.
4. Comprehensive knowledge of the principles, practices, and techniques of negotiating and conflict resolution, team building techniques and consensus management.
5. Comprehensive knowledge of administrative, managerial, and supervisory principles and practices including budgeting, planning, program management and evaluation, and employee supervision.
6. Comprehensive knowledge of survey research methods and data interpretation.
7. Considerable knowledge of Emergency Government and Incident Command Structures and protocols, including first responder roles and responsibilities.
8. Considerable knowledge of financial and statistical record keeping, and fiscal and program reporting methods.
9. Considerable knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
10. Considerable knowledge of governmental, public, and not-for-profit grant procedures.
11. Working knowledge of computerized department program software, internet access, database, spreadsheet, and word processing programs.
12. Ability to utilize electronic health record, word processing, database, and spreadsheet programs.
13. Ability to plan, develop, implement, direct, and evaluate programs covering a variety of areas concerning senior services and resources in a changing environment.
14. Ability to analyze and respond to changing trends in legislative, societal, and community needs with progressive and innovative programs, activities, and services.
15. Ability to develop, interpret and apply rules, directives, policies, and governmental laws and regulations.
16. Ability to coordinate, direct, supervise, and evaluate activities of division staff.
17. Ability to establish and maintain effective working relationships with representatives of federal, state, and local government, community officials, service providers, and the general public.
18. Ability to plan, organize, and effectively present and promote ideas and concepts to various boards, committees, divisions, employees and the public in both oral and written form.
19. Ability to analyze and interpret information and make appropriate recommendations.

20. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

## Minimum Qualifications

You must meet these minimum Training and Experience requirements:

1. Graduation from a recognized college or university with a bachelor's degree in social work, sociology, psychology, gerontology, or a closely related field.
2. Five (5) years of progressively responsible work experience in planning, administering, or directing a social service agency involved in gerontology, social work, or a closely related field.
3. A master's degree from a recognized college or university in one of the above areas may be substituted for one (1) year of the work experience requirement.

## Supplemental Information

### **About Us:**

Waukesha County prides itself on operating in a business-like manner and is recognized as a leader delivering high quality services with competence and skill. With our vision of "Leading the Way", we value teamwork and collaboration, ethics and diversity, communication, efficiency and cost savings, innovation, and the wellbeing of our staff and the citizens we serve. Employees are provided professional development opportunities and encouragement to learn and practice continuous improvement and LEAN principles as we regularly ask ourselves "Is there a better way?"

### **WCDHHS Mission/Vision/Values:**

We enhance quality of life while assuring critical needs are met. The vision of Waukesha County Department of Health and Human Services is a connected, resilient community where everyone thrives. We achieve this through values that include Collaboration, Accountability, Respect, Engaged Workforce, Innovation, and Self-Determination.

### **Location:**

Located in the City of Waukesha, our campus offers an on-site café and fitness center, free parking, and easy access to interstate highway systems. Waukesha County offers a perfect blend of urban and rural living where one can enjoy the benefits of quiet rural lake communities or opt for nearby attractions that the greater Milwaukee area offers including vast beach and park systems, public markets, performing arts, music festivals, and sports including the Milwaukee Admirals, Brewers, Bucks, Wave, Marquette University Golden Eagles and the UW-Milwaukee Panthers Basketball programs.

### **EEO/AA:**

Waukesha County is committed to equal opportunity and nondiscrimination in employment and adheres to all Federal, State and County Equal Employment Opportunity laws, policies, plans, rules, regulations and ordinances. The County recognizes and accepts its important leadership role in providing for equal employment/service opportunities for minorities, women, and persons with disabilities. It is the express policy of Waukesha County to promote equal employment opportunity among all who are employed by Waukesha County and who seek employment with Waukesha County.

**For further information visit:** <https://www.waukeshacounty.gov>

The County does not sponsor applicants for work visas.  
Applicants must be currently authorized to work in the United States on a full-time basis.