



Job Announcement

POSITION

Director of Human Services

SALARY RANGE

\$193,211.20 - \$270,504.00

LOCATION

Reno, NV

This position plans and directs the activities and functions of the Washoe County Human Services Agency including the development and administration of social services programs; represents the department on a variety of matters at the state and County level; and performs related work as required.

About the Position

Washoe County is seeking a strong, visionary, and seasoned leader with executive level management experience in the Human Services field including extensive work with children, adult, and senior populations. The new Human Services Agency Director must have significant experience managing large and complicated programs and leading organizations and shall possess strength and experience in strategic visioning and planning as well as program and policy analysis and implementation. The ideal candidate will have the ability to interpret, and apply the provisions of diverse federal, state, and local legislation and regulations.

This mission-critical position ensures quality service to the County's most vulnerable populations; long-term visioning, effective leadership, teambuilding, leading large-scale systems change, and role-modeling the County's values (Integrity, Communication and Quality Public Service) are foundational. The ideal candidate will have extensive experience leading teams and projects related to human and social services in addition to a proven track record of successful collaboration with appointed and elected officials at all levels of an organization. The ideal candidate is approachable, engaging, and dedicated to a team-oriented environment where sharing information, ideas, and feedback is modeled by leadership and supported.



QUALITY
PUBLIC SERVICE



INTEGRITY



EFFECTIVE
COMMUNICATION



Human Services Agency Director

The successful candidate will demonstrate a commitment to the County's established vision, mission, and organizational priorities and will collaborate with other department heads to strategize, prioritize, and execute programs and services. This individual will be a creative problem-solver with proven community relationships and will be motivated by meeting the needs of individual clients and the community as a whole.

The Human Services Agency Director represents the County on a variety of human service-related matters and will possess excellent communication and interpersonal skills, the ability to engender trust and establish highly effective working relationships with staff at all levels of the organization including employees, elected officials, peers, stakeholder organizations, and the public. The successful candidate will have demonstrated ability to make effective and high-profile presentations to a variety of audiences including state and local elected officials, non-profit and related stakeholder organizations, and the members of the community.

This is an unclassified position appointed by the Board of County Commissioners pursuant to Washoe County Code 45.040 and serves at the pleasure of the Board of County Commissioners pursuant to Washoe County Code 45.040.2

Human Services Agency Mission

The mission of the Washoe County Human Services Agency (HSA) is to promote the health, safety and well-being of children, adults and seniors who are vulnerable to abuse, neglect and exploitation.

We provide an array of protective and supportive services to families and individuals to enhance their quality of life by ensuring they are optimizing their self-reliance and self-sufficiency, as we strive to have a strengthened, safe, and thriving community.

About The Human Services Agency

Children's Services

The Human Services Agency's (HSA) Children's Services Division is a critical system for the intervention of child abuse and neglect, exploitation or parental absence in Washoe County. HSA's Children's Services programs primary focus are protection and strives to achieve a permanent plan and placement that is best for the child. HSA aims to build family strengths by providing parents with the assistance needed to promote nurturing homes, and to keep their children safe so that the family may stay together. Children's Services Programs include Child Protection, Child Care, Foster Care, Independent Living, and Clinical Services.



Human Services Agency Director

Adult Services

HSA Adult Social Services mission is to implement and administer programs that provide human services to all eligible individuals and families by providing referrals, support, prevention, outreach and relief to persons who are indigent, medically needy or at-risk in a courteous and timely manner. The division provides case management services for those individuals in nursing homes and adult group care settings. Adult Social Services also provides coordination and payment for burial and cremation services to Washoe County residents. In addition, they provide payments to the homeless shelter as well as operating a transitional housing program.

Senior Services

HSA Senior Services provides support to help older adults live safely, independently, and with dignity through a network of in-home support, nutritional assistance, financial management, and wellness initiatives. These services help older adults remain engaged, secure, and supported—whether they are living independently, receiving care at home, or residing in a group setting.

Finance and Administration

The Human Services Agency's Administrative Division provides critical day-to-day administrative and operational support to the various programs within by the Department. The Administrative Division is split into three separate programs areas: Fiscal, Human Resources and Technical Support.

Housing and Homeless Services

This is the newest division in the Human Services Agency and includes the two regional homeless shelters. Our Place opened in June of 2021 and is the largest emergency housing provider for women and families in our community and provides shelter and wrap around services for approximately 138 women, 38 families, 28 seniors, and all of their animal companions every day.

The Nevada Cares Campus was opened in the Spring of 2021 and provides emergency shelter, food and wrap-around services to help our region's most vulnerable. The campus includes the Nevada Cares Campus Emergency Shelter with 549 beds and the Nevada Cares Campus Safe Camp with 50 individual shelters.

The Human Services Agency has over 450 employees.



Human Services Agency Director

Required Education and Experience

Six years of full-time senior level management experience in the delivery of social services programs which included program administration and supervisory experience AND a bachelor's degree from an accredited college or university in social work, public administration, psychology, education, or a closely related field OR an equivalent combination of education and experience.

License or Certificate

A valid driver's license is required at the time of appointment and must be maintained for continued employment in this classification.

To Be Considered

Submit the required application at:

<https://www.governmentjobs.com/careers/washoecounty/jobs/5288601/director-of-human-services>

In addition to the application, the following documents must be included with the application before the filing deadline in order to be considered:

- Compelling cover letter
- Comprehensive resume which includes how the applicant meets the Ideal Candidate criteria
- One letter of recommendation





Human Services Agency Director

Compensation & Benefits

The annual salary range for this position is \$193,211.20 - \$270,504.00. Washoe County also offers an exceptional benefits package which includes:

- Nevada PERS Retirement - Washoe County pays 100% of the PERS contribution for each full-time employee.
- Health, Dental, Life and Vision Insurance – Washoe County contributes 100% of the premium for each employee. Coverage includes medical, dental, vision, and life insurance. Washoe County also contributes 50% of the premium for dependent coverage.
- Note: New employees are automatically enrolled in the High Deductible Health Plan (HDHP) with a Health Savings Account. Employees become eligible for health benefits after 30 days of employment. Washoe County contributes up to \$2,500 annually into the employee's Health Savings Account (HSA).
- Vacation Accrual (120 hours per year, increasing with continued employment)
- Deferred Compensation plans available
- 12 Paid Holidays
- Sick Leave (120 hours per year, increasing with continued employment)
- Longevity Pay
- Merit Increases - Full-time employees eligible to receive an annual merit increase of 5% until the position classification's maximum salary is reached.
- Cost-of living adjustments - historical annual COLA increases for 2017-2026 have ranged from 2.5% - 5.0%
- There are no Social Security deductions (although a 1.45% deduction for Medicare is required)
- Nevada does not have state or local income tax*

Washoe County requires its employees to reside in the state of Nevada or neighboring California communities such as Truckee, South Lake Tahoe or Susanville as of their first day of work. Washoe County hires at the minimum rate of the salary range, but considers experience in determining the appropriate salary. This is an Unclassified Management position which serves at the pleasure of the Board of County Commissioners.

EEO Statement

Washoe County is proud to be an equal opportunity employer and is committed to a diverse workforce that creates a sense of belonging for all employees and citizens, thereby encouraging persons from all backgrounds and experiences to apply for employment. Washoe County will recruit, hire, train and promote into all job levels without regard to race, religion or belief, gender, marital status or domestic partnership, familial status, national origin, age, mental or physical disability, pregnancy, sexual orientation, gender expression or identity, genetic information (GINA), veteran status, political affiliation, membership in an employee association or union or any other protected class under applicable federal or state law.



Human Services Agency Director

The Community

Washoe County is located along the eastern slopes of the majestic Sierra Nevada Mountains in northwestern Nevada. The County covers an area of 6,600 square miles bordering California and Oregon. The County seat is the City of Reno, the fourth largest city in Nevada. Reno boasts a bustling downtown, diverse neighborhoods, Nevada's flagship state university, and a top-ranked international airport. Nearby are the City of Sparks, the state's fifth largest city, and Incline Village at Lake Tahoe. The County's population of approximately 496,000 citizens is split with nearly half residing in the incorporated City of Reno, one quarter in Sparks and one quarter in the unincorporated areas. Residents and visitors enjoy the pleasant climate, abundant recreational activities, arts, entertainment, professional sports, and cultural events.



County Governance and Organization

A five-member Board of County Commissioners, elected by district, governs Washoe County. The Board appoints a County Manager who is responsible for policy implementation and overall operations. The County provides services as an administrative arm of the state, as well as a variety of regional and community services. The County has twenty-four departments managed by appointed department heads and seven led by elected officials.

Our organization employs over 3,000 people dedicated to serving the citizens of Washoe County.



Human Services Agency Director

Tentative Timeline

March 27, 2026 – April 17, 2026

Applications Accepted.

Week of April 20, 2026

Screening Committee reviews candidate materials to identify top candidates with the most potential for success. Top candidates will be contacted for an interview and be backgrounded.

Week of May 11, 2026

First round of interviews with top candidates will take place and recommendation of top candidates to the County Manager.

Week of May 18, 2026

Final interview. Panel includes the County Manager and District Commissioner per recruitment policy established by the Board at the February 23, 2023 meeting.

Week of May 25, 2026

Chair and Vice Chair of the Board meet top candidate.

June 16, 2026

Recommendation to the Board for formal appointment.

June 29, 2026

Estimated hire date.

Questions?

Contact: Julie Paholke

jpaholke@washoecounty.gov

Please Note

Please note that this recruitment will be managed in accordance with Nevada's Open Meeting/ Public Records law NRS (Nevada Revised Statute) 241. Applicant information will remain confidential until such time as the candidate is selected as a finalist in the selection process. At the time the Washoe County Board of Commission Meeting agenda is posted with the recommendation on the appointment of this position, the applicant information including candidate name, application, cover letter, resume, and other submitted information (with personal identification redacted) may be provided to the Washoe County Board of County Commissioners as part of the Commission Meeting Agenda.