



Job Announcement

POSITION

Director of Human Services

SALARY RANGE

\$184,683.20 - \$258,564.80

LOCATION

Reno, NV

About the Director of Human Services 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, adults, 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 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. S/he is approachable, engaging, and dedicated to a team-oriented environment where sharing information, ideas, and feedback is modeled by leadership and supported. 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 NRS 260.010(5) and Washoe County Code 5.439(2) and serves at the pleasure of the Board of County Commissioners.

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.



QUALITY
PUBLIC SERVICE



INTEGRITY



EFFECTIVE
COMMUNICATION



About the Department

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 primary focus is protection and strives to achieve a permanent plan and placement that is best for the child. Most children are optimally cared for by their own family; therefore, 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, Child Care Licensing, Independent Living, and Clinical Services.

Adult Services

The mission of Washoe County Human Services Agency's (HSA) Adult Social Services 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 Adult Services 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, the Adult Services Division provides payment to the homeless shelter; as well as, operating a transitional housing program.

Senior Services

Washoe County Senior Services is the designated Community Focal Point for all of Washoe County, which means, when it comes to aging issues, we are your starting point. If you are a senior, spouse, son or daughter, caregiver, student, or a friend, there is something here that will help you many times in your lifetime.

Administration

The Human Services Agency's Administrative Division provides day-to-day administrative support to the various programs supported by the Department. The Administrative Division is split into two separate programs, Financial Support and Technical Support.

The Human Services Agency has over 400 employees. Please visit this link for additional information on the Human Services Department Human Services Agency (washoecounty.gov)



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, OUR Place 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 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 third 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 approximately 496,000 population 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 an additional seven led by elected officials. Our organization employs over 3,000 people dedicated to serving the citizens of Washoe County.

Required Education and Experience

A bachelor's degree from an accredited college or university in social work, public administration, psychology, education, or other closely related field AND six years of full-time senior level management experience in the delivery of social services programs. Experience must have included program planning, evaluation and significant supervision of subordinate staff; OR an equivalent combination of formal education and related experience may be considered. Possession of an advanced degree in an appropriate field is desired.

License or Certificate

- Possession of a valid driver's license required at time of appointment.
- License to practice Social Work in the State of Nevada is desired.

To Be Considered

- Submit the required application at: <https://jobs.washoecounty.us/joblisting>
- 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
 - Three professional references
 - Three letters of recommendation



About Washoe County

Washoe County is located along the eastern slopes of the majestic Sierra Nevada Mountains in northwestern Nevada. Reno boasts a bustling downtown, diverse neighborhoods, proximity to beautiful Lake Tahoe and Nevada's flagship state university. Known for its recreational activities, Washoe County offers world-class ski and golf resorts, 24-hour gaming and entertainment, lakes, fishing, and hiking, all within minutes of the metropolitan area. Diverse lifestyle choices are available in Washoe County. Urban and suburban living is available, as are rural options in the vast unincorporated areas.

Washoe County Governance & Organization

A five-member Board of County Commissioners (BCC), elected by district, governs Washoe County. The Board appoints a County Manager who is responsible for policy implementation and overall operations. The County fulfills major roles including providing services as an administrative arm of the state, and as a regional and community services provider. Washoe County has numerous state-of-the-art, award winning facilities and provides nationally recognized regional and urban services to a diverse population including public safety, criminal justice, public works, and health and human services. Washoe County employs approximately 2,700 full time employees in 24 departments led by both appointed and elected department heads. The County's annual budget is comprised of 23 governmental funds, and six proprietary and internal service funds, with expenditures of over \$1 billion.

Selection Process

In order to be considered for this excellent career opportunity, please submit an online application by visiting: governmentjobs.com/careers/washoecounty

Tentative Timeline

- **August 15, 2023 - September 19, 2023:** Applications Accepted
- **Week of September 25, 2023:** Screening Committee reviews candidate materials to identify top candidates with the most potential for success. Top candidates will be contacted for an interview.
- **Week of October 16, 2023:** First round of interviews with top candidates will take place and recommendation of Top Candidates to the County Manager.
- **Week of October 30, 2023:** 2nd Interview of Top Candidates (2nd Interview Panel includes the County Manager and District Commissioner per recruitment policy established by the Board at the February 23, 2023 meeting).
- **Week of November 6, 2023.** Chair and Vice Chair of the Board Meet the Top Candidate
- **Week of November 13, 2023.** Required Background Investigation
- **December 12, 2023.** Recommendation to the Board for Formal Appointment
- **January 2, 2024.** Estimated Hire Date

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

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.