

County of Dukes County

Job Description

Title: Director of Health & Human Services
Department: County Commissioners
Reports To: County Manager
FSLA Status: Exempt
Grade: 6
Date of last revision and rating: 8/18/25

Definition:

Professional, administrative, and managerial duties, including planning, organizing, and coordinating the County's programs and services that enhance the access to health and human services throughout Dukes County, all other related work as required.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Manages and directs county departments, programs, and initiatives, as assigned by County Manager, including Health Care Access Public Benefits Access and Vineyard Smiles. Required to understand complex systems, independently evaluate new information, events and circumstances and apply and direct the successful application of varied resources.
- Develops the strategic plans, departmental and grant budgets, and ensures that personnel and resources are effectively used.
- Is responsible to make sure that the community is provided with adequate application and enrollment services within state and federal guidelines to available health insurance programs, access to public benefits and related other health and human services in collaboration with partnering organizations; provides strategic advice and technical assistance to towns, human services providers, regional coalitions, funders, and others in building capacity and/or strengthening human service programs.
- Works to resolve difficult customer service requests, provides client services as needed.
- Oversees public outreach efforts, engages in public relations and interagency coordination of numerous health and human service providers to develop support at the local level; provides education and information to the public regarding health and human service's needs.
- Serves as County representative on the Dukes County Health Council and other local and regional health and human services related organizations as required.
- Seeks funding for programs by writing grants and engaging in development of service contracts and subgrantee agreements, ensures that funded programs are managed effectively, prepares reports as required.
- Articulates the health and human service needs of the County to state, county and local policymakers and residents of the County and local government officials.
- Advises the County Manager and the County Commissioners, Board of Health and Town leadership on current trends, problems and activities affecting the departments' responsibility

County of Dukes County

Job Description

to facilitate health and human service policy making, recommends policy guidelines and operational strategies relating to the departments.

- Manages, hires with the approval of County Manager, measures performance, supervises and assures adequate training of all the staff of the departments and programs that they supervise.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's degree in public administration, public health, social work, or related field or equivalent required, master's degree preferred. Five to seven (5 - 7) years of experience in program management, working with state and federal health programs, community organizations. Three years' experience in managing staff budgets and setting strategic goals. Or an equivalent combination of education, training and experience that enables performance of all essential functions of the position.

Special Requirements:

A valid Massachusetts driver's license.

Certified as Massachusetts Health Connector Navigator within three months of hire.

Knowledge: Thorough knowledge of state and federal laws pertaining to health care, public health, public benefits, and related human services. Working knowledge of state benefits for health insurance programs Mass Health, Health Connector plans, federal and state Medicare, and related Medicare Savings programs; other public benefits including SNAP and Fuel Assistance; preferred. Thorough knowledge of grant writing, grant management, and grant reporting required. Thorough knowledge of web-based research. Knowledge of management and supervision to manage the department and staff, budget preparation and management. Knowledge of Dukes County policies and procedures, especially those concerning spending, personnel, and administrative functions expected within the first six months of employment.

Ability: Ability to exercise diplomacy and act as a mediator, remain calm, concentrate, and perform all responsibilities in a competent manner at all times. Ability to treat individuals with dignity, fairness, sensitivity, and compassion. Ability to patiently listen, advise, counsel, and assist staff, clients, peers, and community members. Able to communicate effectively and efficiently verbally, in person, and in writing. Ability to direct and supervise staff, and manage departmental budgets, record information into a database and generate reports. Ability to work effectively under time constraints to meet deadlines. Ability to establish and maintain effective working relationships with community groups and other agencies. Ability to establish and manage the goals for department and staff. Ability to interpret rules, regulations, and policies. Ability to implement and uphold client confidentiality and privacy policies and practices. Ability to influence behavior of personnel in multiple departments.

County of Duques County

Job Description

Skills: Leadership and consensus building skills, negotiation skills, skills as an advocate. Must be persuasive and resourceful. Strong interpersonal and communication skills, Skill to operate Microsoft Office, including Word, Excel, Teams, OneDrive and similar software applications.... Excellent customer service skills.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is frequently required to sit, talk, and hear; occasionally required to walk, and stand. Uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in physically picking up files, papers, and other common office objects. This position must occasionally lift and/or move objects weighing up to 10 pounds such as books, supplies, etc. This position requires the ability to operate a keyboard. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a motor vehicle or have available transportation to transact business throughout the county and occasionally off island.

Supervision:

Supervision Scope: Uses a thorough knowledge of state and federal health insurances and public benefits and procedures to direct and manage the Department. Exercise considerable judgment to independently perform duties. Analyzes the facts or circumstances surrounding issues not clearly defined by established procedures and makes decisions on the facts.

Supervision Received: Works under the general guidance of the County Manager. Work is largely self-directed. Regular communication is required with the County Manager and County Treasurer to assure effective delivery of services.

Performs duties requiring independent judgment in organizing and coordinating programs. Assumes direct accountability for departmental results, makes policy and procedure decisions for departmental operations, consults with the County Manager to clarify, interpret, or make exceptions to county-wide policies.

Supervision Given: Supervises at least seven full-time and part-time employees. This position sets departmental goals and objectives for the departments and staff under their supervision, evaluates employees, is responsible for developing programs, assigns projects and coordination of work with others and reports on project results.

Work Environment:

- Work is performed under typical office conditions with moderate noise from office equipment, telephones, and light traffic; occasionally may be required to participate in evening meetings. Demand for service can be planned, but may fluctuate, and employee must react to changing circumstances and emergency service demands.

County of Dukes County

Job Description

- There may be some outside of office meetings and site visits requiring travel and exposure to outdoor weather conditions.
- Interacts frequently with health and human services staff, service providers, clients, the general public, other agency staff, as well as with local, state and federal agencies, organizations and officials, media. Contacts are made in person, via telephone, in email, and in writing, requiring patience, tact, and discretion. Contacts also require a moderate level of communications knowledge, patience, and resourcefulness.
- The employee has access to confidential and/or sensitive information related to public health, including client's financial and medical records, policy formulation materials, and department-related personnel files.
- Errors in judgment could result in delay of services, confusion, loss of grant funds, legal repercussions related to privacy and public information laws.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.)

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer