



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**CHIEF OF FAMILY SERVICES**  
HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for the oversight and management of the Social Work Bureau to include child welfare, adult and family services. Supervises Senior Family Services Supervisors. Reports to the Deputy Director of Human Services.

## **ESSENTIAL JOB FUNCTIONS**

Plans, develops and recommends priorities, goals and long range objectives pertaining to the management and direction of the Social Work Bureau; establishes and implements management systems and ensures the completion of assigned social work goals and objectives.

Organizes and directs the work and activities; recommends internal branch organization and develops corrective action plans as needed. Advises staff on difficult issues and makes decisions on exceptional cases to manage and implement appropriate services and assistance.

Responsible for the effective supervision and administration to include budget preparation and monitoring expenditures, staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities. Evaluates resource needs and manages the effective deployment of resources.

Participates on agency management teams to provide input into the development and implementation of agency policies; assists with strategic planning, research, studies and special projects; responds to inquiries related to Human Services programs and agency policies.

Serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups. Collaborates with other agencies to develop and coordinate resources in order to establish effective working relationships; receives and make appropriate referrals. Monitors and analyzes the effectiveness of service delivery within department; prepares reports as needed. Remains abreast of current statewide policy initiatives and best practices related to social work.

Performs other duties as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Human Services - Comprehensive knowledge of social work principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Strategic Planning - Knowledge of strategic planning principles and theories to ensure competitive advantage and profitability.

## **REQUIRED SKILLS**

- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Judgment/Decision Making - Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

## **REQUIRED ABILITIES**

- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of human resources issues with tact and diplomacy in a confidential manner.
- Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

## **EDUCATION AND EXPERIENCE**

Requires a Bachelor's Degree in a human services field (Social Work, Human Services, Sociology, Psychology, Family & Child Development, Counseling, Gerontology, or Guidance & Counseling) or a Bachelor's Degree in any field; and 5-7 years of management and supervisory experience in a human services related area. A Master's Degree in Social Work is desirable.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.