

The following language has been drafted and presented for feedback

Last updated: April 4, 2022

ADS DIRECTOR POSITION DESCRIPTION:

The Seattle Human Services Department (HSD) lives out its mission, as one of the largest contributors to Seattle's safety net. HSD is responsible for investing hundreds of millions of dollars to more than 200 community-based human service providers that support the city's most vulnerable populations each year. The department maintains close partnerships with community partners, the public, and non-profit service providers to understand and address current and emerging human service needs, and to invest in the creation of a comprehensive and integrated regional human service system.

The Human Services Department (HSD) is seeking a skilled and visionary executive to serve as **Director for our Aging & Disability Services division (ADS)**. ADS operates as the federally designated Area Agency on Aging (AAA) for Seattle/King County. In this capacity, HSD works to make a measurable impact for the most vulnerable people and communities, including children, youth and families, survivors of gender-based violence, people who are unstably housed and homeless, older adults, and persons with disabilities. This is an exciting opportunity to lead Washington State's largest AAA to promote a high quality of life, independence and choice for older people and adults with disabilities.

The AAA is part of an interlocal agreement with King County and is guided by the Advisory Council on Aging and Disability Services, a 21-member appointed citizen group. As a regional leader on aging and disability issues, the Division Director works closely with government leaders and the citizen advisory board to inform policies at the local, state, and national level.

The ADS Division Director is responsible for the overall direction and management of the AAA, which is charged with advocacy, strategic planning, and system development, and administering contracted and direct services for older adults and adults with disabilities who live in Seattle/King County. Operational responsibilities include millions of dollars in local, state, and federal funds and over 200+ staff.

This visionary leader will demonstrate an active knowledge of the needs of older persons and persons with disabilities and the ability to direct strategic initiatives which address root causes of inequities, reduce barriers, and enrich systems that contribute to an age-friendly community. This individual will need to understand the interdependencies and connections between human service, healthcare, and built infrastructure. The person in this role must demonstrate a deep understanding of and strong commitment to undoing institutionalized racism.

The ADS Division Director reports to HSD's Deputy Director.

JOB RESPONSIBILITIES:

Leadership:

- Fosters an environment in alignment with the vision and direction of the department to develop, implement, and manage the department's strategic plan.
- Works with partner agencies to align the various strategic planning processes with ADS' process in developing the four-year Area Plan on Aging.
- Creates a learning environment where staff are engaged, flourish and contribute to the work of HSD.
- Communicates with leaders regarding business-critical initiatives, updates, and activities.
- Regularly monitors staff performance, provides coaching and other corrective support to staff as needed. Hires, promotes, demotes, and disciplines staff as appropriate.

RSJI:

- Utilize a combination of best practices, evidence-based models, and community feedback to achieve measurable outcomes and advance racial equity.
- Uses knowledge of race and social justice principles to support policy development.
- Leverages public participation spectrum and principles to engage BIPOC communities.
- Foster a positive work culture and environment that centers racial equity and social justice.

Advocacy:

- Provides advocacy leadership and subject matter expertise in our regional and state efforts to align to promote the assets of older individuals, to advocate for the recognition of older adults in state, regional, and local policies and plans.
- Provide leadership on and input into health care system reform policies.
- Lead transformational systems work that centers the concerns of BIPOC communities in creating/supporting aging adults.

Strategic Planning & Development:

- Develops and implements policies, operational plans, and program business models.
- Expands knowledge base of best-practice approaches and models for providing services and ensuring cross division integration.
- Develops, implements, and updates the Four-Year Area Plan on Aging required by the Older Americans' Act, and coordinated by the Washington State Unit on Aging.
- Oversees continuous quality improvement efforts using data to improve service delivery, trend identification and analysis, program planning, and course correction.
- Collaborate with Seattle's public health strategist and Seattle/King County Public Health leaders to enhance systems and individual well-being.

Program & Fiscal Oversight:

- Develops a contracted aging network of agencies to provide a continuum of services to older adults and individuals with disabilities to improve or maintain independence and reduce social isolation.
- Provides leadership to all investments, services, and programs that address critical transition periods in the lives of Seattle/King County's vulnerable adult populations.
- Administers a large suite of direct services which includes Family Caregiver Support, Medicaid case management program supporting 11,000 clients at home per month and other social work services supporting elders in their home.
- Oversees day-to-day operations of the division, including fiscal and contracting decisions.
- Ensures services are delivered seamlessly by overseeing multiple aging and disability programs and initiatives.
- Provides fiscal oversight for millions of dollars to advance key initiatives in the King County community.
- Establishes adequate internal controls to ensure compliance with City of Seattle and the Washington State Unit on Aging expectations for service delivery and fiscal operations. Monitors programmatic and fiscal data related to ADS's core business.
- Establishes workflow expectations for staff which align with the priorities of HSD and the City of Seattle.

Relationship Management:

- Creates an environment based on open, clear, and consistent communication among staff within the division.
- Holds regular meetings with management and staff for planning, communication and other purposes.
- Works closely with the Advisory Council, which is mandated under the Older Americans Act to advise HSD on all matters relating to the development of the area plan, the administration of the plan, and operations conducted under the plan.
- Fosters an environment of collaboration through partnerships with government entities, private sector agencies, community-based groups, and clients.
- Develops and provides presentations communicating primary business objectives to clients, as well as to the community, City and County Councils, municipalities, and other constituent groups.

QUALIFICATIONS:

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Required Education:

Bachelor's degree in human services, public administration, business, or related field (or an equivalent substitution of qualified experience as described in this job advertisement.

Master's degree in social work, human services, public administration, healthcare administration or related field is desired.

Required Work Experience:

Five (5) years of experience directing programs in one of the following areas: aging, Medicaid, and/or program administration of a comparable social service programs.

Experience leading and directing operations, program development, negotiation, business partnerships, and management of operating budgets and staff.

Work experience should also include building community consensus and demonstrated ability to work in partnership with impacted parties and constituents.

Required Skills:

Excellent strategic writing ability and presentation skills, must be able to analyze issues, be quick and sound to problem-solve and respond to controversial questions in a political environment.

Proven experience utilizing data to gauge trends, support program direction, monitor program effectiveness and outcomes.

Excellent leadership skills – Proven ability to successfully lead and guide others in a meaningful way during times of change, clear on identifying goals and measurable objectives, passionate about your work and the work of others you lead, develop trust with employees and business partners, and manage courageously.

Required Commitment:

Successful candidates have a strong commitment to:

- developing and delivering programs and services with a lens of social justice and racial equity;
- developing outcomes related to healthy aging and decreasing health disparities;
- community development and capacity building; and
- creating age-friendly communities.