



CLASS SPECIFICATION

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FLSA: exempt

PUBLIC GUARDIAN

DEFINITION

Under administrative direction from the Assistant County Manager, plans and manages the functions and activities of the Public Guardian's Office of Washoe County; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree in business or public administration, social science, behavioral science or a closely related field, AND six years of full-time professional experience in either asset management and distribution, or social service delivery, including at least four years in a supervisory capacity; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at time of appointment.

Certification with the National Guardianship Association is required within one year of appointment.

SUPERVISION EXERCISED

This is a senior management position, exercising direct and indirect supervision over professional and support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide strong leadership for the department through effective communication with managers and employees to establish short and long-term goals, plans, and strategies.

Supervise assigned staff which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; implementing discipline and conflict resolution procedures when necessary.

Develop guidelines, policies, procedures, and standards for use in the administration of guardianship programs maintaining compliance with federal and state statutes and County ordinances, aspiring to National Guardianship Association Standards.

Select, direct, and supervise case management supervisors and supervisory administrative staff in accordance with County personnel rules.

Develop new resources and partnerships, collaborating with federal, state, County, private and non-profit organizations.

Oversee the assessment of community needs and the development of programs to meet those needs.

Contribute to the overall quality of the department's service delivery by regularly analyzing relevant data and reports and implementing improved programs, policies and procedures wherever possible.

Develop and administer the department budget, seeking alternative funding sources where possible; prepare budget recommendations and monitor expenditures control during the fiscal year.

Justify and approve expenditures for purchasing and staff travel to training and out of area travel for monitoring of services of protected persons, including approval of purchase orders and requisitions.

Serve on committees concerned with protective, senior, and vulnerable populations as an advocate for appropriate referrals to guardianship or less restrictive alternatives.

Develop and make presentations to a variety of professional and civic groups.

Receive guardianship referrals from medical/legal/financial institutions, community service agencies and the general public; review information for accuracy to determine the appropriate plan and assignment for each case; receive and monitor court ordered assignments from inception to completion and final discharge by the court.

Act as a third party authorized user on various protected people's financial accounts for the purposes of monitoring, administering, and utilizing funds in accordance with ethical fiduciary responsibilities.

Review and act as signatory for all protected persons' federal tax filings.

May serve as trustee, where approved by court and in accordance with relevant statutes and departmental policies.

May authorize cremation of protected persons in accordance with statutes when no other authorized person exists.

Supervise and assist in the administration of the most complex guardianship cases.

Work with the courts, other department's staff, community organizations, other government agencies and all entities involved in the legal process, to enhance program effectiveness.

Monitor proposed legislation, laws and regulations pertaining to Public Guardianship programs, developing opinions and positions on proposed legislation.

Monitor and interpret changes in laws and regulations related to assigned functions; evaluates their impact upon departmental activities and develops and implements policy and procedural changes as required.

Represent the department to all agencies and organizations that work with the Public Guardian, explaining policies and goals to the public, elected officials and other governmental agencies.

Negotiate service agreements and contracts with other government agencies, community organizations and service providers.

Interview and contract, on behalf of the protected persons, with private attorneys to represent protected persons in matters of divorce, bankruptcy, or other civil litigation, following approval of the court.

Develop relationships with federal, state, and private entities to perform tasks efficiently for the protected persons' unique situations.

Facilitates national guardian association certification for case managers.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental policies and procedures.

Organizational structure of Washoe County as it relates to programs, activities, and functions of assigned area(s)

Countywide personnel policies.

Legal responsibilities of the Public Guardian in Washoe County.

State laws and County regulations applicable to guardianship and estate administration.

National Guardianship Association Agency Standards and Ethics.

Management information systems and software programs used in the assigned area.

State, federal and local assistance and human services programs.

Legislative processes.

Ability to:

Develop effective work teams and motivate individuals to meet goals and objectives.

Implement work methods and procedures which promote a safe working environment and ensure proper staff training in work safety.

Understand the organization and operation of the County and of outside agencies as necessary to assume assigned responsibilities.

Plan, organize and administer a comprehensive guardianship program.

Evaluate operational performance, review work methods and procedures, and develop and implement changes in work processes which enhance efficiency; evaluate program activity reports and the status of program workloads, assessing program accomplishments and needs.

Supervise personnel including training, assigning and reviewing work, coaching and development, administering discipline and conducting performance evaluations.

Supervise staff in establishing, reviewing, revising, and confirming appropriate internal controls for estate management practices.

Conduct program evaluations to determine deficiencies and plan, organize and direct program changes to correct deficiencies.

Interpret, apply and explain complex federal, state and local laws related to areas of responsibility.

Develop and administer budgets and monitor expenditures.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other methods and techniques.)*

Knowledge of:

Aspects of legal guardianship for personal and estate administration.

Principles and practices of management, organization, supervision, and training.

Basic dynamics of human behavior.

Methods and techniques involved in the management of personal finances.

Interviewing methods and techniques

Legal, medical and psychological terminology.

Asset management and fiduciary duties.

Legal process to establish, modify or terminate guardianship.

Effects of mental and physical illnesses.

Ability to:

Read, interpret and apply pertinent laws, regulations and standards, including eligibility criteria, legal/financial documents and departmental policies and procedures.

Exercise strong advocacy for protected persons that require assistance based on a mental, physical or disability impairment that prevents them from making decisions independently without Guardianship assistance.

Understand and apply situational leadership.

Supervise staff in hazardous, unsanitary and/or hostile environments.

Communicate effectively, both orally and in writing, with people of diverse backgrounds.

Act with honesty and integrity; exercise appropriate discretion and maintain confidentiality of information.

Interview, counsel, and interact effectively with critically ill, mentally incapacitated, or dying clients, maintaining confidentiality, sensitivity, and tact in communications regarding guardian cases.

Understand and act upon a variety of financial, medical, social service and real estate documents.

Establish, foster and maintain effective working relationships with those contacted in the course of work including medical professionals, staff, representatives from other departments, community agencies and the public.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work outside and independently travel to various locations where protected people reside. Ability to tolerate exposure to unsanitary, hazardous, or hostile environments. Ability to work in a professional office environment. Ability to operate office equipment including computers, telephones, calculators, copiers, and fax machines.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.