CLASSIFICATION

PUBLIC GUARDIAN

DEFINITION

Under administrative direction from the Assistant County Manager, plans and manages the functions and activities of the Public Guardian Department 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, preferably involving public guardianship or similar functions involving the protection of vulnerable populations, 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 staff including professional development, coaching and mentoring, training, work assignment and review, performance appraisal and discipline.

Develop guidelines and standards for use in the administration of guardianship programs maintaining compliance with federal and state statutes and County ordinances.

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.

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.

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.

Serve on task forces and committees promoting protective services; develop and make presentations to a variety of professional and civic groups.

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.

Assist in selecting attorneys to be assigned to guardianship cases and coordinate and oversee the handling of guardianships from inception to completion and final discharge by the court.

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.
Legal responsibilities of the Public Guardian in Washoe County.
State laws and County regulations applicable to guardianship and estate administration.
Management information systems and software programs used in the assigned area.
State, federal and local assistance and human services programs.
Legislative processes.

**Ability to:**
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.

**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.
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 wards 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, 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 wards reside. Ability to tolerate exposure to unsanitary, hazardous, or hostile environments. Ability to work in a standard 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.*