

County of Door
Health & Human Services

Title: Health & Human Services Director	Division: Administration
Reports To: County Administrator	Pay Grade: S
Prepared By: Joseph Krebsbach	Reviewed By: Michelle Paschke
Employee Group: General Municipal Employee (GME)	FLSA Status: Exempt
Date Created: 11/29/2012	Date Revised: 07/29/2026
Date Approved: 07/30/2026	EEO Code: 01-Officials and Administrators

Job Summary

Leads and directs the planning, coordination, and administration of all programs and services within the Department of Health and Human Services. Oversees multiple operational divisions in compliance with applicable statutes, ensuring delivery of essential health and human services to Door County residents. Exercises independent judgment and strategic oversight in alignment with county goals, legal requirements, and available resources.

Essential Duties & Responsibilities

1. Directs the development, implementation, and evaluation of department-wide strategic plans, operational goals, and public initiatives across multiple service areas.
2. Oversees preparation, monitoring, and presentation of the department's annual budget, ensuring fiscal compliance and efficient resource allocation.
3. Interprets and implements federal, state, and local statutes and administrative policies affecting human services delivery, adapting county procedures as needed.
4. Communicates routinely with the County Administrator, County Board, community partners, and state/federal agencies on key departmental matters.
5. Advises and supports the Health and Human Services Board, preparing meeting agendas, reports, and policy recommendations.
6. Supervises and evaluates division managers; reviews subordinate evaluations and oversees personnel practices including hiring, assignments, and discipline.
7. Leads the development of internal culture by fostering a positive, inclusive, and productive work environment aligned with department vision, values and goals.
8. Establishes partnerships with local agencies, providers, and stakeholders to coordinate services and expand program capabilities.
9. Works with the management team to pursue and manages grants and external funding opportunities to supplement county resources.
10. Ensures timely and accurate reporting to regulatory agencies; prepares and presents annual performance and impact reports to the County Board.
11. Represents Door County at regional and state-level meetings to influence policy and remain informed on service trends and legislative changes.

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12. Responds to consumer complaints and community concerns; investigates and resolves service delivery issues.

Key Competencies & Skills

- **Leadership & Strategic Oversight:** Develops and guides the implementation of complex multi-service operations with clear accountability.
- **Policy Interpretation:** Analyzes and applies statutes and regulations to ensure compliance across diverse service areas.
- **Budget & Resource Management:** Oversees multimillion-dollar budgets with the ability to adjust for fiscal limitations while maintaining service quality.
- **Interpersonal Communication:** Engages effectively with government officials, staff, clients, and the public to foster understanding and trust.
- **Problem Solving:** Resolves service and operational challenges using data-driven analysis, collaborative strategies, and adaptive decision-making.
- **Collaboration:** Builds interagency partnerships and leads initiatives that enhance public health and social service outcomes.
- **Performance Management:** Sets expectations and monitors results through employee supervision, coaching, and evaluations.
- **Public Representation:** Acts as the department spokesperson in public forums, meetings, and media engagements.

Required Education & Experience

- Master's degree in Social Work, Public Administration, or a closely related human services field.
- Minimum of five (5) years of professional experience in human services or a closely related field.
- At least four (4) years of progressively responsible management experience including budgeting, strategic planning, and personnel oversight.
- Equivalent combinations of education, training, and experience may be considered.

Preferred Education & Experience

- Previous experience in a county or municipal human services agency.
- Familiarity with Wisconsin Statutes related to health and human services, including Section 46.23.
- Knowledge of Northeast Wisconsin regional service networks and resources.

Physical & Work Environment Requirements

Work is primarily performed in a standard office environment with controlled lighting, temperature, and minimal noise levels. Duties are generally performed seated at a desk with frequent use of a computer, telephone, and other standard office equipment. The role requires regular verbal communication, hearing, and visual concentration for extended periods. Occasional standing, walking, or lifting may be required; tasks may involve moving objects weighing up to 10 pounds (e.g., paper files, supplies). Position may require

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occasional travel to off-site meetings or service locations within the County.

Emergency Response Statement

In an effort to provide for continuity of County government and to cope with the problems of the emergency, you may be required to work during a proclaimed state of emergency, consistent with Sec. 323.14, Wis. Stats. and County emergency management plans and programs.

Equal Opportunity Statement

Door County is an equal opportunity employer. We welcome and encourage applications from all qualified individuals, regardless of race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, or veteran status.

Disclaimer

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. They may be subject to change at any time due to reasonable accommodation or other reasons.