

CITY OF FRANKLIN
Job Description

Job Title: Director of Health & Human Services

Department: Health

Reports To: Mayor

Appointing Authority: Mayor

Salary Level: Management/Administrative/Supervisory Range 12

FLSA Status: Exempt

Prepared By: Kelly Hersh, Director of Administration

Prepared Date: March 3, 2026

Approved By: Common Council

Approved Date:

Summary:

This full time position administers a Level III Health Department, carrying out the role of Chief Health Strategist. This director level position is responsible for the overall day-to-day operations of the Franklin Health Department. This position is responsible to ensure a strong organizational culture, develop and implement sound public policy, oversee the delivery of programs and services in alignment with the department's mission, direct financial planning and management, and establish performance management systems. The Director of Health and Human Services must meet qualifications and carry out responsibilities per Wisconsin State Statutes 250, 251, and 252, as well as per the Wisconsin Administrative Code 140, Rules, City Ordinances, and local policy.

Essential Duties and Responsibilities:

Manages, supervises and evaluates public health staff of diverse roles, programs, and activities while coordinating functions of the department.

Assesses, develops, and implements department wide strategies to ensure the department is mission focused, value driven, team oriented, and responsive to customer needs.

Responsible for the surveillance and control of communicable disease.
Enforces public health regulations, Municipal code, State statutes, and rules and regulations of the Wisconsin Department of Health Services.

Oversees the Department of Trade, Agriculture, and Consumer Protection Agent Program.

Determines priorities for the department's annual budget, oversees the development of grant budgets.

Locate, write, and manage County, State, and Federal health related grants.

Consults with other health agencies, organizations, communities, and departments to determine public health needs and to develop and coordinate services.

Establishes linkages and partnerships with key stakeholders.

Integrates the role of governmental and non-governmental organizations in the delivery of public health services.

Engages community and governmental agencies to address community health needs.

Prepares agenda and facilitates Board of Health meetings.

Provides leadership for the development of a community health assessment and the development and implementation of a community health improvement plan.

Assures that the delivery of public health services is evidence-based or aligns with best practice.

Recommends policy, system, and environmental (PSE) change to improve population health. Uses systems thinking to inform policy, environment, and system-level change. Creates and updates Health Department policies and procedures.

Establish short and long term goals to meet identified public health needs of the City of Franklin.

Ensures the implementation of policies, programs, and services are consistent with laws and regulations.

Responsible for maintaining and scheduling an appropriately trained and skilled workforce consistent with the workload and needs of the city. Evaluates work performance of public health staff; prepares performance evaluations and formulates plan for improvement.

Fosters a work environment where continuous quality improvements in service and professional practice are pursued.

Advocates for public health policies, programs, and resources.

Maintains a safe work environment for employees; follows established standards and procedures for safe work practices.

Oversees the development of public health emergency plans and ensures 24/7 public health response coverage.

Serves as the Incident Commanders/ leader in the event of a public health emergency. Connects the department to local emergency operations.

Functions within the Emergency Management discipline including NIMS, ICS, and EOC operations. This position is an integral member of the City emergency response effort.

Participates in the City's emergency management planning and in other related preparedness activities.

Submits necessary reports in compliance with medical, administrative, city, state, and federal requirements.

Attends meetings as required by the Mayor and Common Council. This may include meetings outside of normal business hours.

Peripheral Duties:

Participate in committees

Maintains membership in professional organizations.

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Prepares agenda items for the Common Council, Personnel Committee, and the Board of Health.

Conducts department staff meetings, implements staff orientation, facilitates evaluations for staff.

Coordinates professional opportunities with and for department and staff.

Performs other work as required.

**Minimum Qualifications:
Education and Experience:**

Master's Degree in public health, public administration, health administration or related field from an accredited college or university and at least three years of experience in a full-time public health administrative position, or combination for experience and training as set forth under the Department of Health Administrative Code for Public Health Officials.

Necessary Knowledge, Skills, and Abilities:

The ability to make decisions, supervise, and to effectively prioritize work. The ability to establish and maintain effective professional relationships with community leaders, professionals, staff, citizens, and others.

Knowledge of health and safety codes, and rules and regulations of City, County, and State.

Knowledge of requirements of a Level III Local Health Department.

Knowledge of strategic planning, program planning, and evaluation methods.

Attracts and develops talent, ensuring a positive working environment.

Knowledge of community input, engagement, and outreach methods.

Demonstrates agile thinking while understanding the dynamics of the organization and public perception and influences.

Mobilize collaborative partnerships to achieve common goals.

Effective interpersonal communications, verbal and written, with a diverse range of people. Ability to establish and maintain effective communications with employees and citizens while handling conflicting situations in a manner that creates opportunities and retains respects.

Aptitude for diverse decision making and supervision of public health nursing program, environmental health program, and public health strategic practices.

Execute high-quality decisions in the absence of complete information that doesn't compromise the long-term vision of the department.

Lead team and department through adverse and challenging situations.

Ability to effectively handle a variety of difficult situations and problems. Ability to follow standard safety practices and procedures. Ability to make independent judgements which have highly significant impact on the organization.

Ability to recruit, train, and utilize volunteers.

Ability to perform required mathematical computations.

Ability to read, analyze, and interpret legal documents, common scientific and technical documents.

Proficient use of a computer in a Windows environment: Microsoft Word, Power Point, Excel.

Working knowledge of computer-based programs and reporting of statistical information. Skillful in performing a variety of administrative functions including annual budget preparation, maintaining records, statistical data, and preparing clear, comprehensive documents and reports.

Ability to prepare, implement, and evaluate grants.

Ability to work independently.

Current CPR/AED certification or will be attained within four months of employment.

Effective use of tact and diplomacy are prerequisites for this position.

Supervision Received:

Works under broad general guidance and direction of the Mayor.

Supervision Exercised:

Exercises supervision over Health Department personnel.

Supervision or delegation of supervision of Health Department volunteers

Responsibility for Public Contact:

Frequent contact requiring courtesy, discretion, and sound judgment.

Licensing and Certification:

Certified Health Education Specialist strongly recommended.

Valid driver's license.

Tools and Equipment Used:

Medical Databases, Case Management Software, Computer, statistical analysis software, automobile, fax machine.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk; use hands and fingers to operate, handle or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a general office setting, with field visits and out-of-office meetings, in community settings, including client's homes. Work can be performed in emergency and stressful situations. Individual is exposed to hazards associated with rendering emergency medical assistance, including blood-borne pathogens and body fluids. Probable exposure to environmental elements such as insects, other disease vectors, toxins, hazardous materials, chemicals, animals, noise, unpleasant odors, and/or unsanitary conditions.

The noise level in the work environment is moderate.

Ability to function with multiple and simultaneous demands and handle stressful situations.

Some hazardous work conditions may exist due to the nature of the duties; involves emergency on call status (24/7) for public health and other city emergencies. Attends meetings during evening hours and occasionally on weekends.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employee agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.