

**Diverse, Military Community in the Heart of the Carolinas**

**Seeks their next DSS Director**

Cumberland County is seeking a passionate advocate, innovative, and mission-driven leader to be their next ***Department of Social Services (DSS) Director.*** The ideal Social Services Director is a strong, and motivated leader with the creativity, and vision to grow and direct the Department of Social Services. The successful leader has a track record of partnering and collaborating with staff, community, state and federal stakeholders, the Social Services Board, County Management, and County Commissioners to carry out the mission of the department “to strengthen individuals and families and to protect children and vulnerable adults. We collaborate with our community partners to provide programs and services which engage our customers in improving their quality of life.” The position is open due to retirement.

**The Community:**

Cumberland County rests in the heart of the Carolinas. Located along Interstate 95 in southeast North Carolina, Cumberland County is a large and vibrant county beaming with creative energy, historic charm, diligent workers and compassionate residents. The community is known for its cultural diversity and accessible location.

With a diverse population of approximately 335,000, Cumberland is the fifth most populous county in the state. Cumberland County is home to Fort Bragg, the largest military installation in the world and headquarters for U.S. Army Forces Command, XVIII Airborne Corps, 82nd Airborne Division, U.S. Army Reserve Command and U.S. Army Special Operations Command. The post has an active-duty population of over 51,000 troops.

The City of Fayetteville (pop. 209,000, sixth-largest city in N.C.) is the county seat and one of nine municipalities within Cumberland County. With its ties to Fort Bragg, Fayetteville has one of the youngest populations in the Carolinas and is a two-time All-America City award winner that offers the amenities of a sizable city, a revitalized downtown area and numerous shopping opportunities. The other municipalities provide the option of small-town living, and Cumberland County includes large rural areas as well.

One of Cumberland County's greatest assets is its thriving arts and cultural community. Theatre, symphony orchestras, and museums for adults and children are available, including the Airborne and Special Operations Museum. A variety of festivals and special events are held throughout the year and the area is also home to the Fayetteville Marksmen hockey team and the Fayetteville Woodpeckers minor league baseball team, a Houston Astros affiliate. The team’s state-of-art stadium serves as an anchor for the downtown area. Cumberland County is also home to two outstanding universities, an excellent community college and the 8th largest health system in the state, Cape Fear Valley Health is an award-winning, 8-hospital regional health system with more than 1 million inpatients and outpatients annually.

Located in North Carolina's Sandhills region, Cumberland and the surrounding counties include scenic rivers, lakes and other recreation areas, as well as world-renowned golf courses that host major tournaments. Cumberland County is two hours from the North Carolina coast and four hours from the Great Smoky Mountains and the Blue Ridge Parkway. County residents enjoy a pleasant climate with distinct seasons.

**Organization Overview:**

The County is regarded as a fiscally responsible, stable and well-managed government with sound budget and fiscal management and a strong fund balance (net assets). The County has an overall budget of approximately $475 million (General Fund - $328 million), a property tax rate of 79.9 cents per $100 of assessed valuation and approximately 2,400 employees in 30 departments. The County government provides services ranging from animal control to zoning, as well as strong support for the public education system. Award-winning programs in Environmental Health, Public Information, Finance, Public Library, Veterans Services and Social Services Departments demonstrate Cumberland County's commitment to better serve residents, prepare for the future and be a caring, inclusive and transparent government.

Related to Social Services, Cumberland County administers the federal and state social services programs under a state-supervised and county-administered social services system. The local governance structure consists of the Cumberland County Social Services Board made up of five community members who have oversight of the general direction, oversight, and supervision of DSS. Two Board members are appointed by NC Social Services Commission, two appointed by the Board of County Commissioners and one elected from the community by the majority members of the Board. The Board serve three-year staggered terms with eligibility for up to one re-appointed for another three-year term for a total of six years. The Board of County Commissioners is responsible for allocating funding of the non-federal/state share for the social services programs as well as providing executive level oversight of the local administration of the program through the delegation of the responsibility to the County Manager. The DSS Director is hired by the Board of Social Services in conjunction with the state and county governance entities.

For more information about Cumberland County, visit [co.cumberland.nc.us](http://www.co.cumberland.nc.us/).

**Department and Position Overview:**

The Cumberland County Department of Social Services assists citizens in meeting their basic daily living needs through financial, nutritional, and medical assistance. The department promotes the well-being of citizens through social work services to strengthen families, protective services to prevent or remedy abuse, neglect or exploitation of vulnerable children and disabled or elderly adults.

The **Social Services Director** is responsible for administering state and federal social services programs established by Chapter 108A of the North Carolina General Statutes in accordance with applicable federal and state rules. The Social Services Department is governed by the five-member Cumberland County Board of Social Services who are appointed by the Board of County Commissioners and serve three (3) year terms. The DSS Director reports directly to the Board of Social Services and reports indirectly to the County Manager’s Office. The Director serves as a member of the County Leadership Team, which consists of the County’s Department Heads. Cumberland DSS has a fiduciary budget of $715 million, an operating budget of over $65 million, and nearly 716 employees, who work in seven sections. The department’s core sections consist of Adult, Economic, and Children’s Services who administer the mandated federal-state programs and services including Food Stamps, Child Care, Medicaid, Energy, Temporary Assistance for Needy Families, Child Protection, Adult Protection, Domestic Violence, Foster Parenting, and Transportation. Sections that provide support services include Administration, Business Operations (human resources, finance, facilities management), Legal (attorneys, paralegals), and Performance Management (data management, quality assurance, training).

The Department administers three non-mandated programs consisting of family violence programs including operating the County’s only battered women’s shelter, provider for Non-Emergency Medicaid Transportation and operates a Level I group homes for boys and girls.

The Department supports the disaster shelters for the County, in conjunction with the American Red Cross; and when federally mandated, administers the disaster supplemental nutritional assistance program (DSNAP-food stamps) in the event of natural or man-made disasters. The Department is the lead facilitator for unmet needs during disasters and coordinates the community partners’ collaborative efforts to meet the food, clothing, financial, and donation needs of citizens immediately following a disaster.

The next DSS Director will be a passionate advocate for citizen access to outstanding social services and the ongoing development of a climate of excellence, collaboration, and innovation in which staff grow and thrive in delivering outstanding customer service. A track record of interdepartmental collaboration to enhance service delivery, systematic monitoring of state performance standards, particularly around Medicaid to avoid penalties, and actionable career development and succession planning to ensure continuity of services is essential.

**The next *DSS Director* will carry out several key priorities:**

* Work in collaboration with County Leadership to improve staff recruitment and retention to include continued support for remote and virtual service delivery and administration of the programs.
* Implement newly mandated federal and state legislative actions ex. Family First Prevention Services Act, Medicaid Transformation, State’s NC FAST Case Management System in Child Welfare and COVID related relief services.
* Incorporate the fiscal changes mandated through the Family First Prevention Services Act which limits federal reimbursement for congregate and group care for foster children to no more than 14 days and instead places new emphasis on family foster homes.
* Continue the implementation of A Model Approach for Change in Child Welfare (AMAC-CW) to improve well-being outcomes for children in foster care especially those aging out through a hybrid collective impact initiative.
* Advocate and collaborate with key stakeholders for the delivery of quality mental health services for at-risk adults and children especially those in need of therapeutic residential services.

More information about the department can be found at https://www.ccdssnc.com/.

**Qualifications:** The successful candidate should possess a master's degree in social work (MSW) and two (2) years of supervisory experience in the delivery of client services; or a bachelor's degree in social work and three (3) years of supervisory experience in the delivery of client services one (1) of which must have been in Social Services; or graduation from a four (4) college or university and three (3) years of supervisory experience in the delivery of client services, two (2) of which must have been in Social Services; or an equivalent combination of training and experience. Applicants must have extensive knowledge of management principles applicable to the operation of a human service delivery system. Applicants must also understand the organizational structure of a department of social services and applicable county policy as well as state and federal laws, rules, and regulations.

**The Successful Candidate is:**

* a respected and skillful leader who is able to effectively recruit, retain, manage, develop and engage talented staff;
* an assertive advocate for the needs of DSS clients, community members and employees with key stakeholders and decision-makers who influence policy, law and funding;
* creative in working through shortages in staffing and increases in caseloads in a time of low unemployment;
* an effective influencer who matches goals, data and strategy to aid decision-makers in understanding needs and resources needed to improve service delivery;
* skillful in diplomatically engaging with a diversity of stakeholders such as individual citizens, community groups, Board of Social Services, County Board of Commissioners, County Management, employees, regional, state and federal authorities in order to leverage County opportunities and mitigate challenges;
* one with a track record of breaking down silos and barriers while building bridges and paths to solutions in partnership with others;
* accountable by creating and applying performance metrics that objectively and consistently measure department performance against mission-critical goals;
* adept at ensuring the marketing and communication of programs to eligible citizens through various means;
* experienced in developing, managing and coordinating a budget that consists of funds from multiple sources while also taking the initiative to secure additional ways and means to fund services;
* an effective representative in the community on nonprofit and appointed boards for which s/he is a critical member;
* able to enhance and build on a culture of excellent customer service to DSS program customers;
* knowledgeable about the legal and philosophical basis for public assistance programs along with a theoretical knowledge base of the field of social work;
* a networker with peers in neighboring communities and throughout the state;
* an excellent communicator both verbally and in writing and possesses well-developed interpersonal skills and abilities; and,
* an accountable manager who holds high expectations of self and others while also being an effective and respected leader.

**Compensation and Benefits**

The anticipated hiring range is $101,937 – $171,561. Final salary will be based on experience and combined with a generous benefits package. Benefits include medical, dental, vision care, flexible spending accounts, paid vacation and sick time, short- and long-term disability as well as basic and supplemental term life insurance. The selected candidate will be automatically enrolled into the North Carolina Local Government Retirement System upon their employment. In addition, there is enrollment in a 401(k) Plan, with a 2% contribution from the County.

Department Heads are eligible to continue participation in the County’s Group Health Insurance Plan upon retirement if they retire from Cumberland County government with at least 10 consecutive years of full-time County employment; participate in the County’s group health insurance plan for at least three years prior to regular, early or disability retirement; and meet other requirements.

**Application and Selection Process**

**To apply,** go to <https://agency.governmentjobs.com/developmentalassociates/default.cfm> and click on the **DSS Director – Cumberland County** link. To learn more about the selection process, visit [Client Openings](https://developmentalassociates.com/client-openings/) (or copy and paste into your browser: <https://developmentalassociates.com/client-openings/>). All applications must be fully completed and submitted online via the Developmental Associates application portal – NOT the County’s portal, nor any other external website; it is not sufficient to send only a resume. Resumes and cover letters can be uploaded with the application. Applicants should apply by July 5, 2021. Application review begins July 20, 2021, after State credentialing approval. Finalists will participate in virtual interviews and skill assessments on August 24-25, 2021. Interviews with the County DSS Board will follow at a subsequent time. All inquiries should be emailed to [hiring@developmentalassociates.com](mailto:hiring@developmentalassociates.com). Cumberland County is an Equal Opportunity Employer.

The recruitment and selection process is being managed by [Developmental Associates, LLC](http://www.developmentalassociates.com/).