



Social Services Director

Health and Human Services Department

General Statement and Responsibilities

Nash County Consolidated Health and Human Service Department is looking for a results-oriented, dynamic director to lead its social service programming into the future. Great things are happening in Nash County and its next social service director can be a change agent leading a committed team through child welfare transformation, Medicaid expansion and many more positive changes. As the Director of Social Services, this leader will manage the county's largest safety net of complex income support and social work programs to include child welfare services (child protection and permanency services), adult protection, adult guardianship, family support services, Childcare, Child Support, employment programs, Food and Nutrition Services, Medicaid, energy/utility supports, transportation and other support services. The director will lead a professional staff of nearly 200 and be accountable for a budget of more than \$16 million. The agency director performs complex professional work planning, directing, supervising, and coordinating social services programs, services, and staff, preparing, and administering agency budget, developing, and managing policies and procedures, interpreting laws, policies and regulations, and related work as apparent or assigned.

Work involves leadership and direction for program development, program standards, monitoring and evaluating the quality of services, and setting policies and goals under the direction and delegated authority of the Health and Human Services Director. Many duties and responsibilities performed are statutorily defined.

Essential Duties and Tasks

To perform this job successfully, an individual must be able to perform each essential function accurately, independently and with demonstrated leadership skills. The requirements listed below are representative of the knowledge, skill and/or ability required.

Sets strategy and direction for all social service programs in accordance with law, rule, and policy

Sets the agency culture to ensure confidence, service integration and collaboration between key stakeholders internal and external to the agency

Ensures program outcomes are met according to the standards set by federal, state, county, and other regulatory bodies.

Collaborates with Human Resources department to recruit qualified individuals and selects division personnel; assigns, directs and inspects the work of and evaluates assigned personnel; ensures the proper education and training of personnel; recommends rewards, transfers, promotions, suspensions, and terminations; disciplines, coaches, and counsels staff; develops staff schedules, manages the approval of leave requests;

Manages inter-departmental conflict/complaint resolution and implements procedures for the agency;

Prepares reports relevant to the social services administration including annual budgets, and manages budget activities to ensure proper administration of all programs and services

Assesses the agency's human capital needs and resources to ensure the overall health of the organization and leaders are aware of the needs. Makes staffing adjustments as needed to align with agency needs and priorities including requesting position reclassifications as needed;

Serves as the social services leadership representative to county and community committees and the Boards; provides presentations as needed; maintains extensive contacts with numerous local public and private agencies;

Interprets laws, policies, and regulations relevant to the administration of programs; assesses impact on staff and clients; evaluates division and program effectiveness; reviews specific problems in social service or eligibility policy and procedures;

Speaks on behalf of the agency and responds to a variety of different audiences including staff, the Health & Human Services Board, the Nash County Board of Commissioners, the media, individuals receiving or needing services and the public at large.

It is important to note the HHS Director delegates their duties to assess reports of child abuse and neglect; takes appropriate action to protect children pursuant to the Child Abuse Reporting Law, Article 3 of Chapter 7B of the NC General Statutes; as well as NCGS 108A-15 and NCGS 108A-99 their duty to provide protective services for abused, neglected, or exploited disabled adults and serve as guardians for adults adjudicated incompetent under the provisions of Chapter 35A.

Knowledges, Skills, and Abilities

Comprehensive knowledge of:

- County and HHS policies and procedures;
- Principles and methods of administration, including planning, directing and personnel and fiscal management; comprehensive knowledge of human behavior essential to working effectively with individuals and groups;
- Current social, economic, legal and health problems and the provisions of the Federal Social Security Act; comprehensive knowledge of public welfare policies and programs, staff of professional and non-professional employees;
- Applicable Federal and State laws, rules and regulations and thorough knowledge of the legal and philosophical basis for public welfare programs;
- Principles and practice of Social Work;
- Preparing reports and other types of correspondence;
- Use of standard office equipment and associated software – Outlook, Microsoft Suite,
- Ability to plan and execute effective in-service training and staff development programs;
- Ability to express complex ideas effectively, orally and in writing; ability to make arithmetic computations;
- Ability to understand and apply governmental accounting practices in maintenance of financial records;
- Ability to establish and maintain effective working relationships with officials, associates, community agencies, and the public.
- Ability to exercise sound judgement in analyzing situations and making decisions

Desirable Education and Experience

Master's Degree in Business Administration, Public Administration, Social Work or Human Services or related field and at least two years of supervisory experience within the administration of a Department of Social Services; or a four-year degree with coursework in Business Administration, Public Administration, Social Work, Human Services or related field and at least three years of supervisory experience within the administration of a Department of Social Services; or equivalent combination of education and experience.

Special Requirements

Complete any required program training and/or county training as set forth by the county and/or any other regulatory agency.

Valid driver's license in the State of North Carolina.