



If you are a strategic thinker, a dynamic leader and are results-oriented seeking an exciting opportunity in the human services field, Lenoir County, located in eastern North Carolina, invites you to apply to lead its Social Services Department as its next Social Services Director. The ideal candidate is a seasoned, trauma-aware human services professional who can navigate the inherent challenges associated child welfare transformation, and Medicaid expansion in a small, rural community. Innovation when curating programs to meet the needs of county residents eligible for social services resources, and experience in supporting departmental reorganization, facilitating efforts to educate and streamline during transitions, are essential characteristics of the successful candidate.

About the Organization:

Lenoir County, operating under the Commissioner-Manager form of government, is dedicated to administering state requirements, ensuring public safety, determining County needs, and providing services that continually enhance the quality of life through visionary leadership and good stewardship. The county's vision of being the economic and cultural center of eastern North Carolina-recognized for innovation, and preserving our rural heritage and small-town charm is supported by a county staff team of 480 and a FY24 budget of \$74 M.

About the Department Position:

The Lenoir County Department of Social Services provides services and programs for children, families, and adults, including but not limited to Adoption Services, Adult Services, Child Day Care, Child Protective Services, Child Support, Energy Assistance, Foster Care, Food and Nutrition Services, Medicaid, Program Integrity, Work First, and services for people who are blind. The Department receives advocacy, advice, and counsel from the five-member Board of Social Services. Members are appointed by the Board of Commissioners. The Social Services Director meets regularly and liaises with this board.

The Social Services Director will lead a professional staff of 135 and be accountable for a budget of more than \$9.5 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. The Social Services Director leads a team to achieve the expectations outlined in the North Carolina Department of Health & Human Services Memorandum of Understanding (MOU) for the administration of child welfare and adult protective services, among other responsibilities.

Key Position Priorities:

- Assess factors affecting morale, such as staffing levels, compensation, and training, and implement changes to facilitate a cohesive, team-centric culture of high morale where trust is foundational, diversity, equity, and inclusion are embraced, staff are challenged to excel, and accomplishments are celebrated.
- Thoroughly examine the methods, procedures, and standards of departmental communication and implement changes to improve the efficiency and efficacy of the department's internal and external communication.
- Support the department's impending reorganization due to Medicaid Expansion and child welfare transformation.

Qualifications:

A master's degree in Social Work from an accredited school or university, and a minimum of five years of leadership experience at a program administrator/division director level or higher within a Department of Social Services is required. The county will also consider a four-year degree with coursework in Business Administration, Public Administration, Social Work, Human Services, or a related field and at least seven years of leadership experience at a program administrator/division director level or higher within a Department of Social Services. An equivalent combination of education and experience will also be considered. Valid NC driver's license required.

The Successful Candidate Is:

- adept in the principles and practice of Social Work and knowledgeable about the legal and philosophical basis for public assistance programs;
- knowledgeable of all applicable Federal and State laws, rules, and regulations, and the understanding of the legal and philosophical basis for social services programs;
- knowledgeable of the principles and methods of leadership, including personnel management, strategic planning, budgetary/fiscal practices, and the ability to work effectively with individuals and groups;
- experienced in building an inclusive team from the bottom up and top down with demonstrable experience in maintaining a community of learning and mobility as well as a positive work culture and environment;
- assertive in advocating for the needs of Lenoir County clients, community members, and employees with key stakeholders and decision-makers who influence policy, laws, and funding;
- accountable by creating and applying performance metrics that objectively measure department performance against mission-critical goals;
- flexible and adaptable to change processes that prove ineffective when attempted and utilizes data and metrics when determining the effectiveness of strategies, programs, and services;
- articulate when marketing and communicating the services of the agency to regulatory bodies, general and eligible community members, and programmatic partners;
- experienced in developing, managing, and coordinating a budget that consists of funds from multiple sources, as well as a good understanding of the County's budget and available financial resources;

- experienced in networking with peers in neighboring communities and throughout the state;
- one with solid attention to detail, including the ability to prepare reports and other types of correspondence;
- articulate in their ability to express complex ideas effectively, orally and in writing;
- an excellent communicator both verbally and in writing and possesses well-developed interpersonal skills and abilities;
- a creative thinker in assessing ways to meet program needs within staffing and budgetary constraints and,
- an accountable manager who holds high expectations of self and others while being an influential and respected leader.

Applicants must apply on-line at www.lenoircountync.gov under Employment and Employment Opportunities. Resume, Letter of Interest and Official Transcripts of all degrees must be received by Lenoir County Human Resources, Attn: Lashanda A. Hall, PO BOX 3289, Kinston, NC 28502 no later than April 5, 2024 at 5:00 p.m. Hiring Range: \$95,693.95-\$116,593.79 Lenoir County is an Equal Opportunity Employer.