

Description

Hiring range for this position is \$57,844.80- \$65,925.60. Initial placement for new employees is customarily at entry level through 25% percentile. Pay grade for this position is 23.

This is a repost. All previous applicants are still under consideration. No need to reapply.

This position is open until filled. The application review process will begin on April 30, 2018.

General Statement:

Performs difficult professional and executive work planning, organizing, managing and directing the Economic Support Services Division in the Human Services Department. Work is performed under the general supervision of the Human Services Director. Supervision is exercised over the economic support services division personnel under Child Support, Child Day Care, Work First and Energy Programs.

Examples of Duties

Essential Functions

Planning, organizing, directing, and evaluating the economic support services division's short and long term operations, priorities, deadlines, and goals; reviewing and modifying organization, assignments, procedures, and methods within agency policies; compiling statistics and projecting collections; developing, managing, and monitoring the division's annual budget; ensuring compliance with local, state, and federal regulations; entering and maintaining case data in the appropriate county and state systems; maintaining records, files, and confidentiality.

Typical Duties:

- Responsible for directing, training and evaluating staff and has substantial influence in hiring and other employment decisions.
- Responsible for developing, managing, and overseeing annual economic support services division budget.
- Manages the Economic Support Services Division programs of Child Support, Child Day Care, Work First and Energy Programs.
- Responsible for completing Quality and Timeliness Reviews, Data Reliability Audits, and other reports mandated by the State on a monthly basis.
- Works with the director in strategic planning, developing, implementing and improving delivering of services.
- Leads a team of program supervisors that manage Child Support, Child Day Care, Work First and Energy Program staff and program policy, guidelines and legal statutes relating to the programs.

- Resolves complaints, problems, and grievances concerning the economic support services programs.
- Coordinates activities, establishes policies and procedures, and resolves major concerns with local judicial and law enforcement system relating to program operations.
- Works with community partner agencies, clerk of court, agency attorney, and law enforcement personnel to build partnerships in the delivery of economic support services.
- Reviews and modifies division, program, and service delivery policies, systems, and procedures.
- Serves on human services leadership team which plans for the future directions within the department.
- Serves on boards and committees within the community.
- Attends meetings as assigned or required.
- Performs related tasks as required to potentially include but not limited to emergency shelter operations.

Knowledge, Skills and Abilities:

Thorough knowledge of income maintenance and/or service programs. Thorough knowledge of the use of income maintenance and/or service manuals. Thorough knowledge of all agency and community services and programs. Thorough knowledge of forms and documents used in determining eligibility. Thorough knowledge of needs, problems, and attitudes of disadvantaged persons. Thorough knowledge of community needs assessment techniques. Considerable ability to organize and direct a large comprehensive income maintenance program. Considerable management and administrative skills. Ability to maintain a satisfactory working relationship with applicants, other sources contacted within the course of work, the agency director, the Social Service Board and other County officials. Ability to plan and evaluate the services of a large, comprehensive eligibility program. Ability to represent the income maintenance programs in departmental meetings and community conferences. Ability to present information orally and in written form.

Management Preference:

Direct experience in management and oversight of two or more of the four programs assigned (Child Support, Child Day Care, Work First, and Energy Programs) is preferred.

Minimum Education / Experience requirements

Education and Experience:

Requires a master's degree in social work or human services and three years of experience in program management of administrative social services programs, two of which must have been in an income maintenance or similar service program; or a bachelor's degree and four years of experience in program management of administrative social services programs, three of which must have been in an income maintenance or similar service program. An

equivalent combination of training and experience may be considered.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects and requires some medium work involving the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires stooping, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to contact with irate clients and absent parents, some who are potentially dangerous; the worker is not subject to adverse environmental conditions.

Special Requirements:

Possession of an appropriate driver's license valid in the State of North Carolina. Position may occasionally require working before/after normal business hours to meet the needs of families/customers.

Supplemental Information

Supplemental and Contact Information

Cabarrus County selects applicants for employment based on job-related knowledge, skills, and abilities without regard to race, color, gender, national origin, religion, age, disability, political affiliation or political influence.

Degrees must be received from appropriately accredited institutions. Transcripts, degree evaluations and cover letters may be uploaded with your application. Applicants who obtained their education outside of the United States and its territories are expected to assume responsibility for having their academic degrees validated as equivalent to a degree conferred by a regionally accredited college or university in the United States.

Please be sure to complete the application in full. Resumes may be uploaded with your application, but will not be accepted in lieu of a fully completed application and will not be considered for qualifying credit. "See Resume" or "See Attachment" will NOT be accepted.

If multiple applications are submitted to an individual position, only the most recent application received prior to the posting closing date will be accepted. Applications must be submitted by 11:59 PM on the closing date.

Due to the volume of applications received, we are unable to provide information

regarding the status of your application over the phone. To check the status of your application, please log in to your account. Processing applications will take an average of 6 – 8 weeks due to the high volume of applications received. It is not necessary to contact the Human Resources Office to check the status of an application. Upon the closing date, applications are "Under Review" and will be screened by Human Resources for the most qualified applicants.

For technical issues with your applications, please call the NEOGOV Help Line at **855-524-5627**. If there are any questions about this posting other than your application status, please contact HR at 704-920-2200.

For more details and to apply visit our jobs page

<https://www.governmentjobs.com/careers/Cabarruscounty/jobs/2038552/economic-family-support-services-administrator?pagetype=jobOpportunitiesJobs>