



Onslow County, North Carolina is seeking a Social Services Director

Our Community

Onslow County's flat, gently rolling terrain covers 767 square miles and is located in the southeastern coastal plain of North Carolina, approximately 120 miles east of Raleigh, and 50 miles north of Wilmington. The City of Jacksonville is the County seat, and the areas surrounding the City constitute the major population centers and growth areas in the County. The County has a population of more than 200,000 people and includes the incorporated towns of Holly Ridge, Richlands, Swansboro, North Topsail Beach, a portion of Surf City and unincorporated Sneads Ferry. Onslow County is proudly the home of Camp Lejeune, the United States Marine Corps' largest installation on the east coast. There are over 45,000 Marines



and Sailors stationed aboard Marine Corps Base Camp Lejeune and Marine Corps Air Station New River.

Onslow County's location and moderate climate lends itself to be an important agricultural force with rich farmland yielding bountiful crops such as corn, soybeans, and poultry. For the outdoor enthusiast, Onslow County offers a multitude of recreational opportunities ranging from water skiing, sailing, canoeing, biking, windsurfing to fishing. In addition, there are 4 public beach access points on North Topsail Beach along with 2 bicycle routes, 3 paddle trails and 5 golf courses spread across the community. Onslow

County also has 6 district parks including New River Waterfront Park that offer amenities such as tennis courts, basketball courts, baseball, softball, football and soccer fields, sand volleyball courts, covered pavilions and picnic areas, nature and exercise trails, play areas, an all-inclusive playground and a disc golf course.

Onslow County offers education, shopping, dining, and community activities galore. With a cohesive network of government and community agencies, Onslow County is proud to host annual festivals, recreation, cultural activities and sporting events.



Festivals

Onslow County offers a wide variety of festivals year-round.

JANUARY

Snowfest

MAY

Jacksonville Jamboree

JUNE

Arts by the Sea

JULY

Ocean City Jazz Festival

Freedom Festival

Earth and Surf Festival

Polynesian Festival

AUGUST

National Night Out

Sneads Ferry Shrimp Festival

SEPTEMBER

Richlands Farmers Day

Swanfest

OCTOBER

Onslow County Fair

Swansboro Mullet Festival

Onslow Oktoberfest

NOVEMBER

Swansboro by Candlelight

Swansboro Christmas Flotilla

DECEMBER

Jacksonville Winterfest

Jacksonville Christmas Flotilla



Our Community (cont.)

There are 37 schools in the Onslow County Public School System: 20 elementary schools, 8 middle schools, 7 high schools, an early childhood development center, and an alternative learning program. Arts, computer technology and physical education are



offered as part of the curriculum in all schools. Advanced placement courses are offered in all high schools. Students may also elect to participate in Workforce Development Education programs for assistance in career exploration and technical skill development. Intramural and competitive sporting activities serve to round out student growth and development. Onslow County also offers higher education through Coastal Carolina Community College, Miller-Motte, University of North Carolina-Wilmington Extension Site, and the University of Mount Olive at Jacksonville.

Commerce

Onslow County offers a strong and stable economy. Businesses in the County have easy access to 2 separate deep-water ports, connected by 4-lane highways, in Morehead City and Wilmington. Onslow County is served by Albert J. Ellis (OAJ) Airport, located in Richlands 10 miles



northwest of Jacksonville. OAJ is a modern airport offering amenities such as a café, gift shop, Wi-Fi, a digital Library kiosk, and the USO. The airport offers convenient daily flights to Hartsfield International Airport in Atlanta and Charlotte Douglas International Airport. Travelers can also charter aircraft or rent private planes at the Albert J. Ellis General Aviation Terminal.

Onslow County is home to the nation's second largest Marine installation, Marine Corps Base Camp Lejeune. Economic impact studies show that the military contributes close to \$5 billion annually to the regional economy. The County's major employers are listed below.

Employer	Industry	Employees
Department of Defense	Public Administration	1000+
Onslow County Board of Education	Education & Health Services	1000+
Marine Corps Community Services	Trade, Transportation, & Utilities	1000+
Wal-Mart Associates, Inc.	Trade, Transportation, & Utilities	1000+
County of Onslow	Public Administration	1000+
Onslow Memorial Hospital	Education & Health Services	1000+
Convergys	Professional & Business Services	500-999
Coastal Carolina Community College	Education & Health Services	500-999
Food Lion	Trade, Transportation & Utilities	500-999
City of Jacksonville	Public Administration	500-999

Sources: Jacksonville Onslow Economic Development

Demographics

2016 Estimated Population: 187,136			
Distribution by Race		Distribution by Age	
Caucasian	76.3%	0 to 19	33.22%
African American	15.9%	20 to 34	30.34%
Asian	2.2%	35 to 54	19.35%
American Indian & Alaska Native	0.9%	55 to 64	8.21%
Native Hawaiian & Other Pacific Islander	0.3%	Over 65	8.88%
Two or More Races	4.4%	Distribution by Gender	
		Female	45.7%
Hispanic or Latino*	12.2%	Male	54.3%

* Hispanic or Latino individuals may be of any race and are included in all race percentages according to the US Census Bureau

Other Statistics		Median Age	
Median Household Income	\$46,335	Onslow County	26.2
Per Capita Income	\$21,862	North Carolina	36.2
Persons in Poverty	15.3%	USA	36.4
Average Household Size	2.75 people		

Educational Achievement	
High school graduate or higher	90.8%
Bachelor's degree or higher	19.3%

Sources: US Census Bureau, Jacksonville Onslow Economic Development

Onslow County Government



Onslow County is governed by a 7-member Board of Commissioners who are all elected at-large for 4-year staggered terms. The Board of Commissioners establishes policies and ordinances that are implemented by the County Manager and County staff.

The County has approximately 1,250 total employees and is organized into 27 departments: Albert J. Ellis Airport, animal services, asset and facility management, board of elections, cooperative extension, county administration, emergency services, environmental services, finance, governing body, health, human resources, information technology services, library, museum, parks and recreation, planning and

development, purchasing, register of deeds, senior services, sheriff's office, social services, soil and water conservation, solid waste, tax, vehicle maintenance, and veteran services.

The Department of Social Services

The Onslow 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 Department of Social Services is a part of the Onslow County Consolidated Human Services Agency along with Public Health and Senior Services and has a budget of \$26 million. This department is comprised of the Social Services Director, 2 Social Work Program Managers with a Social Work Division of 104 employees, 2 Income Maintenance Administrators with an Income Maintenance Division of 110 employees, 4 Social Services Attorneys with 4 Legal Assistants, 1 Social Work Program Manager with a Youth Services Division of 6 employees and 1 Social Work Program Manager of the PEERS Family Development Center with 8 employees.

The Social Services Director

Reporting to Consolidated Human Services and County Administration, the ideal Social Services Director should be a strong, and motivated leader with the passion, creativity, and vision to grow and direct the Department of Social Services. The Social Services Director oversees all personnel within the department.

Essential Duties and Responsibilities

- Serves as the executive of the Department of Social Services and directs managers, supervisors, professional, paraprofessional, and administrative staffing in the delivery of agency services.
- Develops, monitors, and supervises the budget activities of the agency.
- Represents the Department of Social Services with government officials, in service on boards or commissions, and in court proceedings.
- Works with the staff management team to develop, implement and evaluate programmatic and operational goals for all divisions of the Department of Social Services to include human and economic services.
- In consultation with the assistant county manager, the county manager, county commissioners, county department heads, other local agency providers, legislators, and state and regional consultants, develops and implements proposals and strategic planning for resources consistent with social services objectives in the county.
- Assesses and designs local strategies for dealing with changes in the external environment, like funding sources, staffing pools, regulatory changes, and legislative mandates.
- Evaluates the internal environment of the Department of Social Services and the county for its organizational culture, its capacity, as well as its resolution for meeting the needs and demands for social services in Onslow County.
- Works with the management team to coordinate the overall operations of all sections of the Department of Social Services.
- Provides consultation to members of the management team for intra-department and inter-department issues and areas of concern as well as problems outside the normal routine, such as acting as a liaison to county government, and to other local, regional, and state individuals, agencies, and organizations.
- Evaluates staff performance; takes personnel action and implements disciplinary actions; counsels staff regarding performance and employee personnel policies.
- Performs assigned functions as a Disaster Ready Team (DRT) member.

Minimum 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 an extensive knowledge of management principles applicable to the operation of a human service delivery system. Applicants must also have an understanding of the organizational structure of a department of social services and applicable county policy as well as state and federal laws, rules, and regulations.



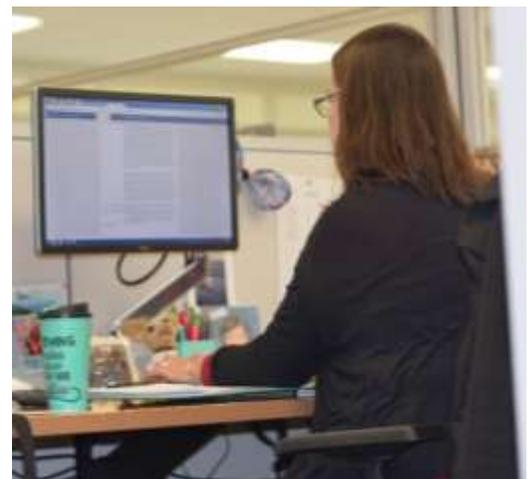
Desired Capabilities and Traits

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, Consolidated Human Services Advisory Committee, County Board of Commissioners, 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.

Current Challenges & Opportunities

- Developing a climate of employee engagement and development to increase retention
- Preparing staff and the community for the impact of new laws affecting Social Services
- Adjusting the entire agency to the statewide NC Fast computer system
- Implementing Medicaid reform
- Maintaining compliance with the State's memorandum of understanding
- Fostering a climate of excellent customer service
- Leveraging partnerships with local and regional partners



Residency

Residency within Onslow County limits is required.

Internal Candidates

It is possible that some internal candidates will apply but Onslow County is committed to all candidates having an equal and fair chance at this opportunity.

Compensation and Benefits

The salary range is \$87,711 to \$114,024. Benefits include, but are not limited to: participation in the Local Governmental Employees Retirement System, 401(k), vacation and sick leave, medical and dental insurance, employee assistance program, group life insurance, and other supplemental benefit programs.

How to Apply

To apply, please go to <http://www.developmentalassociates.com>, and click on the Social Services Director – Onslow County link on the home page. All applications must be submitted online. All applications must be submitted online via the Developmental Associates application portal and NOT the County Application 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. All inquiries should be emailed to hiring@developmentalassociates.com. Onslow County is an Equal Opportunity Employer.

The Selection Process

Application review begins February 20, 2019. Finalists will participate in onsite interviews and skill assessments on April 2-3, 2019 in Onslow County. Developmental Associates, LLC is managing the recruitment and selection process for this position.



**Pride in
Service,
People
and
Place.**



Additional Information

For additional information about Onslow County, please visit:

Website: <http://www.onslowcountync.gov/>

Facebook: <https://www.facebook.com/government1>

Twitter: <https://twitter.com/OnslowPIO>

Schools: <http://onslowcounty.schoolinsites.com/>

Tourism: <http://www.onlyinonslow.com/>