



# HUMAN SERVICES DIRECTOR





# WakeCounty

Centrally located in the Triangle area of North Carolina, Wake County is one of the fastest-growing areas in the nation and the most populous county in the state with approximately 1,112,000 residents. The County was founded in 1771, currently encompasses about 860 square miles, and is the center of the state government, with the Capitol Building, legislature, and many government offices located in Raleigh, the County seat. Wake County is a thriving community whose population has grown approximately 142% since 1990, 52% since 2000, 14% since 2010 and is forecasted to maintain substantial growth of approximately 25,000 new residents per year for the next few decades.

Wake County is part of the Research Triangle Park, one of the nation's largest planned research development communities. It has received national and international rankings and accolades from publications such as *Money*, *Fortune* and *Time* magazines as being one of the best places to live and work, best business climates, and best places to earn a world-class education, among others. The region is home to some of the world's largest corporations as well as many start-up businesses. Because of the business-friendly environment, the County has a diverse economy representing a variety of industries.

Quality of life is a priority in Wake County. While highly recognized for stability, prosperity and growth, Wake County also has unique neighborhoods and a family of communities steeped in history and tradition, as well as a blend of diverse people from worldwide locations. The community offers all the amenities of big-city life without the high cost of living along with a unique mix of urban and rural small towns, providing something for every lifestyle.

The County has 12 core municipalities, the largest of which is Raleigh (pop. approximately 439,000). The County amenities include beautiful parks and trails, festivals, arts and cultural events, thriving downtowns and quaint main streets, competitive college sports, minor league baseball, and a professional hockey team, all accessible within the 12 municipalities and the larger Research Triangle region.

Wake County's location affords great access to the Research Triangle Park, major transportation hubs, and the Raleigh-Durham International Airport. There is something for everyone in Wake County, winters are mild, and summers are warm. Located in central North Carolina, Wake County is within an easy drive to the Atlantic beaches and the Blue Ridge mountains.

## Opportunity

The times we live in require the next Wake County Human Services leader to be a change agent who is equally adept at thinking and acting with head and heart, ready to make an impact both in the agency, and in the community. The position is open due to retirement.

Wake County Human Services is the consolidation of programs and services that include social services, public health, and transportation. The Human Services department vision is that Wake County will be one of the healthiest places to live and all residents will have opportunities to improve their lives.

The incoming candidate:

- will be a proven human services administrator who is a proactive strategic thinker with a record of maintaining and building outstanding community partnerships, transparency, staff engagement, and innovative leadership in human service delivery;
- must value teamwork and collaboration within the County organization as well as within Human Services in order to be a champion for outstanding service;
- ideally will have experience with Lean Process Improvement or a similar strategic process improvement model; and,
- has a successful track record in succession planning, accountability at all levels, technology innovation in service delivery, continued work in Medicaid transformation, and NC FAST effectiveness maximization, among other initiatives.

# Organization Overview

Wake County has a commissioner/manager form of government. The seven members of the Board of Commissioners are elected county-wide on a partisan basis and serve two-year terms. The County is regarded as a fiscally responsible and well-managed government. The County's 2020 General Fund budget is \$1.47 billion, and the County has approximately 4,350 employees who serve the citizens of Wake County across more than 20 departments. The County has a seven-year capital plan totaling \$3.8 billion. Wake County Government was recently named the 2nd Healthiest Workplace in America for 2018. The County government provides services ranging from animal control to zoning, and support for quality public education, working with an elected Board of Education and appointed school superintendent.

# Department Overview

Reporting to the Consolidated Human Services Board and County Administration, the Human Services Director leads a staff of over 1600 to deliver and promote human services, strategies, and initiatives to the citizens of the County. The Human Services Department operates nine divisions with a budget of \$158 million. Wake County Human Services embraces and depends on community engagement to meet the needs of citizens. In addition to the Human Services Board, ongoing Community Health Assessments are conducted, and task forces are created to address key issues. A Population Health Task Force resulted in the creation of the Live Well Wake Collaborative, a public/private partnership that is a community-led collaborative, bringing people together across sectors to find innovative solutions for the county's biggest challenges.

The Consolidated Human Services Board has endorsed the following priorities and focus areas as well as initiatives to reach particularly vulnerable populations and those clients who are familiar faces in needing services.

- Support strategies to address the need for foster and adoptive parents
- Support expansion of Medicaid
- Improve access to economic services, job training, and affordable housing
- Transportation
- Address food insecurity and hunger
- Improve access to care and medical homes (includes physical, behavioral health and substance use disorder)
- Environmental advocacy in areas of water quality and water quantity

The Human Services Director will work with County Administration, the Consolidated Human Services Board, and the Board of County Commissioners to address the top priorities and focus areas while working to envision new priorities to protect and promote the wellbeing of the County's citizens. Building a transparent, informational, and accountable relationship with the Board, staff, and public is essential. The next director is a passionate advocate for citizen access to outstanding human services and the ongoing development of a climate of excellence in which staff grow and thrive in delivering outstanding customer service.

More information about services and locations can be found by visiting:

[wakegov.com/humanservices/Pages/default.aspx](http://wakegov.com/humanservices/Pages/default.aspx)





## In addition, the successful candidate:

- is a respected and skillful leader who is able to effectively recruit, retain, manage, develop, and engage talented staff;
- assertively advocates for the needs of Human Services clients, community members, and employees with key stakeholders and decision makers who influence policy, laws, and funding;
- creatively and proactively works through shortages in staffing and increases in caseloads;
- is an effective influencer who matches goals, data, and strategy to aid decision makers in understanding needs and resources needed to improve service delivery;
- will diplomatically engage with a diversity of stakeholders such as individual citizens, community groups, Consolidated Human Services Advisory Board, the Live Well Wake Collaborative, County Board of Commissioners, employees, regional, state, and federal authorities in order to leverage County opportunities and mitigate challenges;
- expands and enhances a culture of excellent customer service for all stakeholders;
- has a track record of effectively breaking down silos and barriers while building bridges and paths to solutions in partnership with others;
- embraces innovative solutions such as offering provider training programs, leveraging technology, partnering to remove obstacles (e.g. cultural and language barriers, transportation, etc.) in order to solve challenging health care delivery issues;
- is an analytical and strategic thinker who creates and applies performance metrics, ensures the effective collection and evaluation of data, and objectively measures department performance against mission critical goals;

- advocates for services of the agency to regulatory bodies and programmatic partners;
- is experienced in developing, managing and coordinating a budget that consists of funds from multiple sources;
- is knowledgeable about the legal and philosophical basis for health programs and applies standards to ensure compliance;
- networks with peers in neighboring communities, the state, and region to benchmark the organization, identify best practices and leverage resources; and,
- communicates excellently both verbally and in writing and possesses well-developed interpersonal skills and abilities.



## Minimum Qualifications

Bachelor's in Human Services, Public Health or a related field and eight years of experience in public sector management, including three years of supervisory experience.

## Preferred Qualifications

- Master's degree in Public Health, or a related field in addition to required education;
- Six (6) years of senior management level experience working directly for or with a public health agency;
- Experience with direct oversight and/or working closely with public health clinical services, communicable disease, and public health preparedness.

# Compensation

The hiring range is \$131,170 to \$183,640. Final salary will be based on experience and combined with a generous benefits package. The county offers outstanding benefits.

For more information visit:

[wakegov.com/employment/benefits/Documents/Employee%20Benefits%20Guide.pdf](http://wakegov.com/employment/benefits/Documents/Employee%20Benefits%20Guide.pdf).

# Application and Selection Process

To apply, visit [Client Openings](https://developmentalassociates.com/client-openings/) (or copy and paste into your browser:

<https://developmentalassociates.com/client-openings/>), and click on Human Services Openings, then the **Human Services Director – Wake county** link.

All applications must be fully completed and submitted online via the Developmental Associates application portal – NOT the County 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. Application review begins September 10, 2020. Finalists will participate in virtual interviews and skill assessments on October 8-9, 2020. This requires about 3-4 hours of time, not including preparation. Interviews with the Leadership team will follow at a subsequent time. Applicants are encouraged to hold these dates should they be invited to participate. All inquiries should be emailed to [hire@developmentalassociates.com](mailto:hire@developmentalassociates.com). Wake County is an Equal Opportunity Employer.

Developmental Associates, LLC is managing the recruitment and selection process for this position.

