

DURHAM COUNTY DEPARTMENT OF SOCIAL SERVICES

The Durham County Department of Social Services is a dynamic agency in the community. For nearly a century our mission has been to partner with individuals, families and the community to help our residents achieve physical, social and financial well-being. We also serve as an innovative leader in the community that creates and implements programs that are designed to be a catalyst for positive change for our Durham residents.

Our services include: Child Protective Services, Foster Care and Adoption; Child Support; Child Care Services; Food and Nutrition Services; Medicaid and Medicaid transportation; Work First Assistance and Employment; and Aging & Adult Services. Our professional staff strives to maintain an atmosphere of excellent customer service served daily with compassionate care.

DEPARTMENT: Social Services DSS

CLOSING DATE: June 16, 2017

SALARY MIN: \$96,071

SALARY MAX: \$187,340

POSITION NUMBER: 40001836

JOB TYPE: Full-Time

SOCIAL SERVICES DIRECTOR RESPONSIBILITIES:

The County Social Services Director serves as the executive officer of the Durham County Department of Social Services. Durham County DSS is large public serve agency with complex programs and multiple levels of management and supervisory personnel who report to the director. The Social Services Director has direct responsibility for a workforce of approximately 500 employees.

As agency director, this position directs other managers/supervisors, professional, paraprofessional, and support staff in the delivery of agency services and provide leadership and direction for program development, establishing program standards and monitoring and evaluating quality of service delivery systems. The director supervises budget activities and may maintain direct involvement in conflict/complaint resolution, staffing and personnel issues and serve as the principle spokesperson for the agency relative to program issues. Work also involves representing the agency with government officials, other human services providers, and a variety of advocacy groups to influence the decision making process in order to insure adequate resources for program maintenance and expansion and the delivery of comprehensive services. The Director is appointed by and reports to a local board of social services.

KNOWLEDGE SKILLS AND ABILITIES:

- Thorough knowledge of the legal and philosophical basis for public welfare programs
- Considerable knowledge of principles and practice of social work.
- Thorough knowledge of management principles, techniques, and practices.
- Knowledge of the agency's organization, operation and objectives and applicable federal and state laws, rules, and regulations.

- Ability to exercise sound judgment in analyzing situations and making decisions;
- Ability to direct employees and programs in the various areas of responsibility
- Ability to develop and maintain effective working relationships with the general public, and with federal, state, and local officials.

THE IDEAL CANDIDATE:

- **Visionary leader** with a sound understanding of social services programs who promotes and anchors the vision and values of the organization
- **Passionate engager** who understands the needs of the community and builds impactful relationships
- **Dynamic communicator** who seeks input from all levels of staff, listens attentively, demonstrates fairness, consistency, and conveys information fully and clearly.
- **Leader of Integrity** who displays and promotes conduct and behaviors consistent with agency and governmental standards
- **Thorough knowledge** of the principles and practice of social work and public welfare policy/programs essential to working effectively with all populations
- **Politically astute leader** with a willingness to be involved at the state and national level who monitors economic and political trends while advocating for the organization and its internal & external stakeholders.
- **Innovator who champions technology** and adapts to the latest trends in order to maximize performance management processes; uses data to inform and set program priorities and identify policy challenges/opportunities
- **Strong administrator with a solid background in budget and fiscal management** with a demonstrated ability to lead operations, effectively manage/oversee the budget and other financial resources to support the organization's mission and goals
- **Strategic planner and thinker** who can forecast program needs of a variety of service areas and collaborate with organizational leaders to develop and manage resources
- **Advocate for continual learning and development** who positions the department of social services as a "learning organization," providing ongoing opportunities for all staff to receive professional development to assure quality service delivery

MINIMUM REQUIREMENTS:

A master's degree in social work and two years of supervisory experience in the delivery of client services; or a bachelor's degree in social work and three years of supervisory experience in the delivery of client services, one of which must have been in Social Services; or graduation from a four year college or university and three years of supervisory experience in the delivery of client services, two of which must have been in Social Services; or an equivalent combination of training and experience.

PREFERRED:

A master's degree in social work and a minimum of five years of progressively responsible mid-level or higher administrative experience. Managing multiple program areas for social service programs at the division level or larger within a county or local governmental entity is preferred

Durham County Government is an Equal Opportunity Employer