

HYDE COUNTY SOCIAL SERVICES DIRECTOR

The Hyde County Board of Social Services is seeking qualified applicants for the pivotal role of Social Services Director. The successful candidate will play a crucial role in managing a variety of optional and required programs in this largely rural and coastal county with a population of less than 5,000. The Department of Social Services budget for 2024 -2025 is \$1.9 million dollars, and there are sixteen employees. Applicants must meet the following qualifications established by the State Human Resources Commission.

KNOWLEDGE, SKILLS, AND ABILITIES – Thorough understanding of public welfare programs' legal and philosophical basis. Considerable knowledge of principles and practice of social work. Thorough understanding of management principles, techniques, and practices. Knowledge of the agency's organization, operation, objectives, and applicable federal and state laws, rules, and regulations. Ability to exercise sound judgment in analyzing situations and making decisions; direct employees and programs in the various areas of responsibility; and develop and maintain effective working relationships with the general public and federal, state, and local officials.

MINIMUM TRAINING AND EXPERIENCE 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.

Preference will be given to candidates with extensive experience in the development and administration of various social services programs in a social services organization in North Carolina. Considerable skill and experience in supervising social work and income maintenance staff is required. The salary will depend upon the experience, education, and salary history of the candidate chosen. Interest candidates must complete and submit the North Carolina Application Form (PD-107) and official transcripts to :

hr-director@hydecountync.gov

Please note the following information:

This position is opened until filled. The County Department of Social Services is an Equal Opportunity Agency and complies with the requirements of the Americans with Disabilities Act. Candidates must possess a valid North Carolina Driver's License and may be subject to a background check and drug screening.

SOCIAL SERVICES DIRECTOR

1. A. Primary Purpose of Organizational Unit: The Hyde County Department of Social Services provides protection to children and disabled adults, foster care and adoption services, guardianship services for children and disabled adults; fraud investigation; and financial assistance through Work First, Adult Medicaid, Family and Children Medicaid, Food and Nutrition, LIEAP, Emergency Assistance and Children's Health Choice.

B. Primary Purpose of Position: This position is currently responsible for the following mandated duties and responsibilities:

- To serve as executive officer of the board of social services and act as its secretary;
- To appoint necessary personnel of the county department of social services in accordance with the merit system rules of the State Human Resource Commission
- To administer the programs of public assistance and social services established by this Chapter under pertinent rules and regulations;
- To administer funds provided by the board of commissioners for the care of indigent persons in the county under policies approved by the county board of social services;
- To act as agent of the Social Services Commission and Department of Health and Human Services in relation to work required by the Social Services Commission and Department of Health and Human Services in the county;
- To investigate cases for adoption and to supervise adoptive placements;
- To issue employment certificates to children under the regulations of the State Department of Labor
- To supervise adult care homes under the rules and regulations of the Social Services Commission;
- To assist and cooperate with the Department of Correction and their representatives;
- To act in conformity with the provisions of Article 7, Chapter 35 of the General Statutes regarding the sterilization of mentally ill and mentally retarded persons;
- To investigate reports of child abuse and neglect and to take appropriate action to protect such children pursuant to the Child Abuse Reporting Law, Article 3 of Chapter 7B of the General Statutes;
- To accept children for placement in foster homes and to supervise placements for so long as such children require foster care;
- To respond by investigation to notification of a proposed adoptive placement pursuant to General Statute 48-3(b) and (c); and

- To receive and evaluate reports of abuse, neglect, or exploitation of disabled adults and to take appropriate action as required by the Protection of the Abused, Neglected or Exploited Disabled Adults Act, Article 6 of the Chapter, to protect those adults.

The Agency:

Currently, the Hyde County Department of Social Services has a staff of 16 full time employees and five contracted employees. The annual budget of this department is in excess of \$1.9 million dollars and is in accordance with North Carolina General Statutes. Economic and political factors influence the mandated services to be included in the budget. This position is solely responsible for the development and implementation of the annual budget for the Hyde County Department of Social Services. This position must ensure that adequate funds are budgeted each year for the provision of all mandated services. The director uses budgetary projections issued by the State as well as through the analysis and evaluation of spending trends for the local agency. Once the budget is implemented on July 1 of each year, it is the responsibility of the director to manage the allocated funds to ensure that sufficient funding is available to carry on the duties, responsibilities and functions of the agency. The director must deal with ever-changing economic and political environments. The county commissioners must allocate sufficient county matches to state and federal funds for the mandated programs. It is the responsibility of the director to inform and educate the county commissioners in the budgetary process for the department of social services.

This position is responsible for establishing the yearly goals for the agency as well as the development and implementation of the methods necessary to achieve those goals. The director meets with the program managers and line supervisors for their input into this process. The director must ensure, through effective management practices, that the established goals are met.

By virtue of General Statutes, the director of social services is the sole hiring and firing authority for the agency. The director is responsible for the recruitment and hiring of qualified staff as defined by the State Human Resources Act. The director may interview individuals for a variety of positions or may delegate that responsibility to other supervisory staff; however, approves or disapproves recommendations made by supervisory staff who conduct interviews. The director also sets the salary for each new employee or each newly promoted employee while following the rules and regulations of the State Human Resources Act. The director is also the final authority in all adverse personnel actions. The director may actively participate in all stages of individual disciplinary actions or may choose to delegate that duty to the respective program supervisor. The director must, however, make all final decisions concerning disciplinary actions.

The director is also responsible for completing annual performance evaluations for all staff directly supervised by the position and must review all performance evaluations completed by supervisory staff on those individuals within their direct line of supervision.

The person in this position is responsible for ensuring that sufficient training opportunities are available to all staff members in order that they may perform their job duties. Although budgetary considerations must be given to all travel and training requests by staff, it is the responsibility of the director to make the assets available.

The director is responsible for coordinating with other agencies for services needed by individuals. The director also serves on numerous committees' and boards as determined by General Statute, local policy or program needs. ' The director is also responsible for determining the needs of the community and meeting those needs either through referral to other programs or through implementation of new programs as governed by budgetary constraints.

The director of the department of social services has a tremendous amount of public contact. Citizens with questions, concerns, complaints or suggestions call or visit the director daily. The director also addresses inquiries from other agencies and from the media and is also responsible for addressing the concerns of members of the board of social services and the board of county commissioners. The director must always remain within the parameters of the rules and regulations established by state, federal and local policies even though political pressure may be experienced.

As many of the programs administered by the department of social services are mandated and, thus, come with specific rules and regulations, the director must ensure compliance with all program policies and procedures and legal statutes. The director must establish rules within the agency that will ensure that all programs are responsive to the needs of the citizens while complying with the state and federal regulations. The director must also ensure that all recipients of the services of this agency are treated with respect and dignity and that their confidentiality is maintained.

The director is also responsible for maintaining a work environment that is free of all types of discrimination or harassment and maintaining a non-hostile work environment for staff.

The director is also responsible for coordinating all agency activities during a natural or man-made disaster. In the event of a disaster, the director must go to the county disaster command center and remain on duty throughout the duration of the disaster. The director will coordinate with other agencies to deliver the needed services. The time can vary from a few

hours to several days. Before, during and after the onset of a disaster, the director communicates with staff in shelters and may visit each shelter during the disaster events.

C. Work Schedule: Routine county work hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. However, the director works whatever hours are necessary to accomplish the duties and responsibilities of the position. The director is on-call 24 hours per day, 365 days per year. Contact after hours is accomplished via a cellular telephone with nationwide service. Involvement by the director in state-wide committees often necessitates leaving prior to the normal start of the workday and returning to the community past normal work hours. Most often, meetings which must be attended are held in areas that are a considerable driving distance from the county, thus necessitating a great deal of time spent in an automobile. Each of the duties and responsibilities previously listed are essential to this position.

II. A Other Position Characteristics:

(1) Accuracy Required in Work: Absolute accuracy is required in this position. Often decisions must be made by the director are matters of "life or death". There is no room for error.

(2) Consequences of Errors: Errors committed by the director may result in:

- a. death of a child or disabled adult.
- b. improper funding of programs, thus resulting in a failure of service delivery;
- c. improper personnel actions including improper adverse disciplinary actions which will result in legal actions against the agency.
- d. hostile work environment; and
- e. failure of the agency to follow rules, regulations and statutes pertaining to mandated services.

The above cited examples of consequences of errors are not exhaustive.

(3) Instruction Provided to Employees: The director is responsible for the development and implementation of agency policies. The director informs the staff at monthly staff meetings, individual or unit meetings or by using email.

- (4) Guides, Regulations, Policies, and References Used by Employee: Program policies, procedures and rules are found on-line at several Department of Health and Human Services, Division of Social Services web sites. The director also utilizes the state personnel regulation book, county personnel manual and *Social Services and Related Laws of North Carolina.*
- (5) Supervision Received by Employee: Very little, if any, supervision is received by the director. The board of social services provides support and guidance. Monthly meetings are held with the board of social services. Programs, events, and review of policies are discussed at these meetings. The director may receive official support for a variety of activities so that the board of county commissioners will know that the board of social services is aware of and approves these activities.
- (6) Variety and Purpose of Personal Contacts: The person in this position will have personal contact with many people from a wide variety of socioeconomic levels. The director will address concerns, complaints, suggestions; give information; will meet with professional and civic groups to educate the public on social services programs and matters; will meet with government officials; serve on various local and state committees; and, will have personal contact with line staff and supervisors. The director will also meet with the other directors of social services in order to exchange ideas and gain new knowledge. The director of social services also routinely has personal contact with members of the press to answer questions concerning programs or events.
- (7) Physical Efforts: This position requires a great deal of driving to meetings both local and distant. It requires standing for extended periods of time while addressing groups. It also requires great mobility to move about the agency while performing daily functions. Although lifting objects is a rare occurrence, there are times when circumstances require lifting. Extended periods of time are often spent at the workstation. '
- (8) Work Environment and Conditions: This position is located in a modern office building. It has all the environmental controls necessary for a comfortable work environment.
- (9) Machines, Tools, Instruments, Equipment and Materials Used: The person in this position routinely uses a computer, printer, telephone and calculator and may, on occasion, use an overhead projector. The director is also required to drive a great deal to attend meetings and conferences.
- (10) Visual Attention, Mental Concentration and Manipulative Skills: The person in this position must maintain high levels of visual attention and mental concentration to prevent errors in decision making. The director must be able to inspire the staff to

perform all job duties and functions and must be able to lead others even in the face of day-to-day adversity.

- (11) Safety for Others: This person is responsible for the safety of all staff and clientele through safety training, accident prevention awareness training and mechanical safety measures.

- (12) Dynamics of Work: The field of social services programs is in a constant state of flux. The director must be aware of all changes and be able to ensure that all changes in technology, procedures, policies or rules are given to the staff in a timely manner and implemented as required. In short, this position is ultimately responsible for all activities associated with the local department of social services.

III. KNOWLEDGE, SKILLS AND ABILITIES AND TRAINING AND EXPERIENCE REQUIREMENTS:

- A. Knowledge, Skills and Abilities: Person in this position must have a thorough knowledge of the legal and philosophical basis for public welfare programs. Must have a 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; direct employees and programs in the various areas of responsibility; and develop and maintain effective working relationships with the general public and with Federal, State and local officials.
- B. Required Minimum Training: Master's degree in social work and two years of supervisory experience in the delivery of client services; or 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 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.

The salary grade for this position is an 85 with a range of \$70,905.83 to \$109,905.