

Youth and Family Services Division (YFS) Assistant Division Director

Salary Range: \$88,771.09 to \$110,963.87. This is an exempt (salaried) position. *Please note: Pay rates are based on education, skill, experience level and internal equity. Internal equity considerations include an assessment of the applicant's salary history and qualifications in comparison to the market rate and requirements for the job.*

At Mecklenburg County, you'll have the chance to build a career as unique as you are with support, inclusive culture, and technology to become the best version of you. We're counting on YOUR unique voice and perspective to help Mecklenburg County become even better, too. Join us and build an exceptional experience for yourself, and a better working world for all.

Youth and Family Services Division (YFS) of the Department of Social Services (DSS) provides a variation of services to safeguard children by strengthening the protective capacities of families whose children's health, safety and well-being are at risk. The mission of DSS is to strengthen families and communities through a safety-net of services, collaborations, and hope. The Department's vision is to define and cultivate an organizational culture that is more compassionate and understanding toward each other and our clients. YFS firmly believes the people who do this work are our most important resource. As such, children and families deserve trained, skillful professionals to engage and effectively assist them. If you have a passion for social work and making a difference in your local community, come join our Youth and Family Services team!

Position Summary

Provide day-to-day leadership and management of a division within Youth and Family Services. This position provides direct supervision to Sr. Social Services Managers and is responsible for internal operations including personnel, space, logistics of major events, consumer complaints, incident reports, training, assuring compliance with regulations, practice and policy development and assuring services are properly provided on a daily basis.

This position represents the YFS Division on internal and external committees and represents the YFS Division Director as requested. This position also will serve on various committees, workgroups and initiatives centered on the needs of children and families to improve outcomes for children and families.

This position will be located at 10101 David Taylor Drive, Charlotte, NC 28262.

Essential Functions

- Handle training schedule and plans, assurance of compliance with policies and protocols, and assures services are properly provided on a daily basis
- Manage the implementation of the division's work plan/business plan including implementation of plans to assure improvement; track progress and recommends changes
- Recommend priorities for resources and resource needs; and track expenditures against budget
- Integrate and coordinate service areas and manage division resources
- Review and makes recommendations on statutes
- Interpret policies and procedures
- Serve as division liaison, both internally and externally as requested by the YFS Director
- Ensure compliance with Federal, state and local policy/rules/regulations/statutory responsibilities and directives
- Deliver speeches, write articles, or present information at meetings or conventions to promote services, exchange ideas, or accomplish objectives
- Interpret and explain data, policies, rules, regulations, or laws to organizations, government or corporate officials, or individuals
- Prepare or present reports concerning activities, expenses, budgets, government statutes or rulings, or other items affecting businesses or program services

- Support staff and evaluate program effectiveness
- Listen to appeals from family members and advocates and researches and investigates claims
- May be required to staff shelters in the event of a disaster
- Listen to appeals from family members and advocates and researches and investigates claims
- Manage division resources

Minimum Qualifications

Experience:

Minimum of seven years of experience in human services or related area and two years of supervisory experience

Education:

Bachelor's degree in Human Services, Social Work or related field

Combination of relevant education and relevant experience accepted?: Yes

Licenses and Certifications

Preferred Qualifications

Master's Degree in Social Work

Child welfare experience

At least five years of supervisory experience preferred

At least two years of Senior Management experience preferred

Knowledge, Skills and Abilities

Knowledge of

- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources
- Principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- Laws, legal codes, court procedures, precedents, government regulations, and agency rules, and the political climate

Skills

- Considering the relative costs and benefits of potential actions to choose the most appropriate one
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Talking to others to convey information effectively
- Adjusting actions in relation to others' actions

Abilities

- Building Strategic Work Relationships: Developing and using collaborative relationships to facilitate the accomplishment of work goals
- Aligning Performance for Success: Focusing and guiding others in accomplishing work objectives
- Strategic Decision Making: Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values
- Formal Presentations: Presenting ideas effectively to individuals or groups; delivering presentations suited to the characteristics and needs of the audience

- Leading through Vision and Values: Keeping the organization's vision and values at the forefront of associate decision making and action
- Initiating Action: Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive
- Emotional Intelligence: Able to take/receive feedback and uses coaching for success; Sees how communication style and tone impacts effectiveness, service delivery, and personal development.

Computer Skills

Proficient in various computer programs including Microsoft Office Suite

Selection

This classification has been identified as having a role in the development of ADA compliant technologies and for which the incumbent agrees to follow County policies to the best of their abilities in order to meet these obligations. No

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Disclaimer Statement

This is not intended to be an all-inclusive list of job-related responsibilities, duties, skills, requirements or working conditions. Other duties may be assigned based on business need and the supervisor's request. Mecklenburg County reserves the right to revise the job description at any time. Designated positions may be required to assist in emergency and/or disaster situations.