

SPOTSYLVANIA COUNTY
Department of Human Resources
9104 Courthouse Road, P.O. Box 605
Spotsylvania, VA 22553

<http://www.spotsylvania.va.us>

**INVITES APPLICATIONS FOR THE POSITION OF:
DSS - Division Director / Services**

An Equal Opportunity Employer

SALARY

\$74,404.00 - \$96,726.00 Annually

ISSUE DATE: 05/24/19

FINAL FILING DATE: Continuous

THE POSITION

Under limited supervision, performs highly responsible supervisory and administrative work that supports the general management and activities of the Services Division within the Department of Social Services. Work involves coordinating and directing the efforts and resources of multiple services units of the agency, including direct supervision of Family Services Supervisors; developing and implementing operating policies and procedures within the framework of department/divisional goals and objectives; reviewing and analyzing services, procedures, and policies; and leading/assisting with quality improvement efforts within the agency. Employee must establish and maintain productive working relationships with agency staff and stakeholders, County and State officials, other local departments of social services, and community partners. Employee participates in planning and developing strategies to achieve sustainable positive outcomes for at-risk populations. Reports to the Director of Social Services or her/his designee. This position is essential. Personnel occupying this position may be scheduled to work irrespective of weather conditions and/or when general county offices are closed.

SPECIAL DUTIES & RESPONSIBILITIES

Plans, assigns, reviews and evaluates the work of supervisory staff responsible for effective delivery of services and compliance with governing policies and code.

Monitors service delivery and implements organizational changes necessary to achieve goals and objectives.

Manages the recruitment and on-boarding of Family Services Workers across the Services Division.

Coordinates individual and unit training schedules to ensure access to and timely completion of mandatory trainings and the delivery of in-house events that develop worker knowledge, proficiency, and skill sets that ensure worker/agency compliance with policy while achieving successful outcomes.

Oversees the VEMAT rating process and ensures organizational capacity for timely and accurate VEMAT assessments; maintains agency compliance with local and state policy in conduction of VEMATs; hears and evaluates appeals; serves as VEMAT rater as needed.

Implements and monitors new and/or revised service programs or delivery methods.

Compiles or monitors administrative and/or statistical data; performs research and makes calculations as needed; analyzes data and identifies trends; prepares/generates reports; submits reports to state agencies as required.

Participates in state or regional work groups on relevant issues and initiatives.

Oversees preparation for and communication of on-site/off-site reviews and report outs of review findings.

Serves as interim Supervisor to a service unit experiencing an extended absence or vacancy in the position of Family Services Supervisor.

Interprets, explains, and ensures compliance with requirements all applicable codes, codes, laws, rules, regulations, standards, policies and procedures; initiates any actions necessary to correct deviations or violations.

Consults with department director and other officials to review activities, review/resolve problems, receive advice or direction, and provide recommendations.

Conducts internal/external needs assessments of the agency to reassess agency needs or to assist other public/private groups in assessing needs of the community; pursues resource development within the community and with state agencies.

Coordinates program activities with other departments, courts, Community Services Board, school system, various committees, outside agencies, or others as needed.

Responds to complaints and questions related to department operations; provides information, researches problems, and initiates problem resolution; performs conflict management as necessary.

Supervises or coordinates county-wide emergency programs; supervises activities of emergency workers, volunteers and interns; serves as member of VOPEX Team to assist with shelter management in case of an nuclear power plant emergency.

Prepares or completes various forms, reports, correspondence, work schedules, performance appraisals, Board reports, case presentations, entrustment agreements, court affidavits, program

analyses, grant proposals, statistical reports, case records, client activity reports, service plans, uniform assessment instrument, needs assessments, court reports, adoption reports, custody reports, court-ordered home studies, child support reports, purchase of services orders, invoices, provider compliance forms, applications, funding reports, charts, training/educational materials, or other documents.

Receives various forms, reports, correspondence, time sheets, statistical reports, caseload reports, child custody investigations, adoption reports, court dockets, warrant registers, FAPT/CPMT reports, statistical data, case records, purchase of services orders, invoices, applications, court orders, needs assessments, guardianship reports, adult protective services reports, individual education plans, sexual trauma reports, police/arrest reports, medical exemption forms, attendance records, daycare rate sheets, laws, statutes, policies, procedures, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, presentation, e-mail, Internet, or other computer programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner.

Communicates with director, employees, other departments, clients, family members, social service agencies, government agencies, counselors, medical providers, probation officers, law enforcement personnel, court personnel, attorneys, schools, community organizations, professional colleagues, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Attends various meetings, serves on committees, and makes presentations as needed; represents the agency in community and inter-agency activities; participates on committees/boards relating to service delivery, such as the Family Assessment & Planning Team (FAPT); attends district and region Services Supervisors/Coordinators meetings.

Provides information and education to the community regarding social services programs and issues; provides training and/or makes presentations to schools, local community organizations, and various groups such as lawyers, teachers, or judges; assists in making presentations to Board of Supervisors and other administrative officials.

Maintains confidentiality of departmental issues and documentation.

Maintains a comprehensive, current knowledge of applicable laws, regulations, policies, or other guidelines; reads professional literature; maintains professional affiliations; attends conferences, seminars, workshops, and training sessions regarding changing laws and policies.

Provides assistance to other employees or departments as needed. Performs other related duties as required.

MINIMUM TRAINING & EXPERIENCE

Bachelor's degree in Social Services, Sociology, Human Services, or closely related field; supplemented by five (5) years previous experience and/or training that includes social services administration, program eligibility evaluation, social work, customer interaction, and personal computer operations with at least three (3) years in a supervisory role; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Must possess and maintain a valid Virginia driver's license.