

Child and Family Program Manager

\$64,283 / year or higher DOQ + [Full-time County Benefits](#)

The James City County Social Services Department seeks an individual to perform advanced work managing aspects of program development, process improvements, quality assurance and staff development for the provision of the Child and Family Services Programs of the Department of Social Services. Works collaboratively with agency staff and community partners to bring about system change and process improvements.

Responsibilities:

- Provides effective supervision of assigned staff including selection, performance management, employee relations, training, prioritizing, and assigning work and related activities.
- Provides guidance and leadership in accordance with established policies and procedures to ensure compliance with federal, state and local policies, objectives and professional standards for assigned social services programs, to include Child Protective Services, Foster Care, Adoption, and Family First Prevention Services Act.
- Performs evaluation of program processes, effectiveness, and quality of service delivery; tracks and monitors outcomes; collects and analyzes data to guide program evaluation and process improvements.
- Develops and leads training for related program areas.
- Works collaboratively with supervisors and staff to establish performance measures and processes for consistent performance evaluation.
- Represents the agency on interagency councils, committees, community agencies and groups, both public and private; establishes cooperative programming with other agencies, departments, and human service organizations; works with community groups and leaders to develop program needs.
- Provides 24-hour on-call supervision for critical programs and consultation on after-hours emergencies.

Requirements:

- Bachelor's degree in a Human Services field or in related field required; considerable experience in Human Service programs; supervisory experience or work experience in a leadership role; master's degree preferred.
- Considerable experience in assigned program area/human service programs and completion of required training program.
- Must possess reliable transportation to work site(s).
- Knowledge of social work principles and practices including federal, state and local regulations affecting human service programs; programs, social economic trends and behaviors that impact the delivery of human services; case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families; leadership techniques, principles and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff; principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Skill in use of computer software, especially Microsoft Office Suite.
- Ability to establish and implement effective administrative programs and procedures; establish priorities for the completion of work in accordance with sound time-management methodology; handle a variety of human services issues with tact and diplomacy in a confidential manner; express ideas concisely orally and in writing; establish and maintain effective working relationships with staff, other County officials and the public.

- Ability to communicate effectively, both orally and in writing; establish and maintain effective working relationships with other County employees and the public; maintain complex records, assemble, and organize data, and prepare reports from such records; exercise independent judgment and initiative and attention to detail in accordance with established policies and procedures with minimal supervision.

[Click here](#) to see a full job description. Accepting applications until the position is filled. The submission of a cover letter and resume is recommended; a **fully completed application** is required for your application to be considered.

Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>