



# DURHAM COUNTY NC

Invites Your Interest in the Position of

## DEPARTMENT OF SOCIAL SERVICES (DSS) DIRECTOR





## The Durham County Department of Social Services - *Providing compassionate care for Durham citizens since 1919.*

The thriving, innovative, and inclusive community of Durham County, North Carolina is seeking an innovative, dynamic, and culturally sensitive leader to serve as its next **Department of Social Services Director (DSS Director)**. If you consider yourself a mission-minded professional with impeccable management skills who thrives in leading social service departments through seasons of growth and has proven success of cultivating a positive working culture for a large department, then the County invites you to consider this opportunity for your next career move.

The next **Director** will be a highly competent human services professional who can navigate the challenges of recruitment and retention of staff while dealing with external challenges of increases in housing insecurity, inflation, a growing and aging population, and changes to the Child Welfare system which creates demands for updating policies, procedures, and methods. Following remote/hybrid work due to COVID, the **Director** will lead the department and its employees in embracing the shift to in-person work, while uniting employees around a collective, mission-focused vision to serve Durham County and its community members. The next **Director** effectively navigate changes, stays abreast on policy changes at the local, state, and federal levels and demonstrates impeccable decision-making skills both strategically and instinctively while also leading and supporting the daily needs of the Department. The successful **Director** will immerse him/herself in the community, be intentional to listen to concerns of its community members, be sincere in establishing trust with stakeholders and work strategically to build a positive reputation of the Department and its employees.

### About the Community:

Durham County, located in the Research Triangle Region of North Carolina, is home to Research Triangle Park (RTP) and is one of the most economically competitive regions in the world. Within Durham County boundaries, there are six townships, seven unincorporated communities, two census designated communities, and parts of two Towns (Chapel Hill and Morrisville). With the City of Durham as the County seat, the County is inclusive of both urban and rural settings and must strive to balance the needs of its community members. Research and development from the region's major research institutions, and many private and federal labs, have fueled business and economic growth in Durham County and have made the region a world leader in life sciences, information technology (IT), and clean technology.

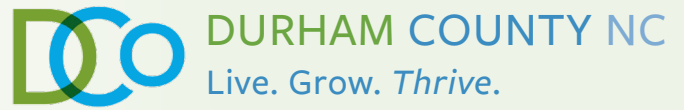
*RTP, which continues to grow, is a 7,000-acre special county research and production district that houses more than 170 major research companies employing 39,000 full-time employees and 10,000 contract workers.*





Consistently ranked among the top places to live, work and play, Durham is a magnet for talent, which helps attract innovative companies working in high-growth industries. Durham, the “City of Medicine,” has long been known for world-class medical facilities, including top-ranked Duke University Medical Center, and an industry-leading pharmaceutical sector. The healthcare industry in Durham County includes more than 300 medical and health-related companies and medical practices with a combined payroll that exceeds \$1.2 billion annually. More recently, Durham County has become a hotspot for entrepreneurs and high-tech startups, propelled by the launch of American Underground, a startup incubator and accelerator and the Durham Innovation District that is a planned, mixed-use residential/retail/lab and workspace in Downtown Durham. Durham boasts a premier performing arts center and the Durham Bulls AAA baseball team. In addition to Duke University, Durham is home to North Carolina Central University, the nation’s first public Historically Black College and University, now a major center for biotech and bio-manufacturing R&D, and Durham Technical Community College, a key partner in preparing a competitive workforce. Private investment is flourishing, redeveloping former tobacco and textile warehouses and historic buildings into exciting, mixed-use developments filled with diverse and popular housing options, restaurants, artist studios, retail spaces and small businesses.

The population of Durham County is over 320,000 and highly diverse. Much of Durham County’s growth occurred within the City of Durham where most of the County’s community members reside. The County’s population grew from 267,587 to 324,833 during the period 2010-2020, representing a decade-long increase of more than 20%. Current expectations are that the population is projected to grow by 30% by 2050. Centrally located, Durham County is a few hours’ drive from the beautiful North Carolina coast to the East and the Appalachian Mountains to the West.



*The AAA Durham Bulls baseball team attracts fans from all over the state.*



*Durham is renowned for its world-class medical facilities.*



*Downtown Durham bustles with diverse restaurants, breweries and small businesses.*



*The Durham Performing Arts Center, known as the DPAC, is the largest performing arts center in the Carolinas.*



# DCO DURHAM COUNTY NC ACCOLADES

## DOWNTOWN DURHAM'S AWARD-WINNING OFFERINGS



**MOST ACCOMPLISHED  
FRANCHISE** in 2010s

**BEST FOOD  
CITY 2019**  
in AMERICA



**2020 TOP 5  
THEATER**  
in AMERICA

## DRIVING BUSINESS with HIGHLY SKILLED WORKERS

**#16 BEST PLACE** for business & careers

**300,000** square feet of meeting space

**80+** New residents move to the Triangle daily

**#1 BEST STATE** for business

## THE DURHAM COUNTY ACCOLADES *just keep on coming . . .*

**Digital Communities** - Digital Counties Leader for Best Practices by NACo and Center for Digital Government

**Public Technologies Institute** - Solutions Award to DSS/IT for Using Predictive Analysis & National Tech Savvy Award

**National Association of Counties** - NACo Achievement Award for Interpreter Request Service App for Public Health

**Project Build** - Willis Young Memorial Award on the Front Lines of Violence for Project Build

**North Carolina Library** - NC Library Directors Awards for Durham Library Programming and Public Relations

**American Heart Association** - EMS Gold Plus Recognition from AMA Mission Lifeline Program

**Alliance for Innovation** - Innovate Durham Named Winner of J. Robert Havlick Award for Innovation in Local Government

**Milken Institute** - #4 in High Tech GDP concentration

**Good Food** - NC delicacies nab Good Food Awards for the best in craft beer, cheese, pork and chocolate

**NC Sports Hall of Fame** - Earnhardt Jr., Love III headline 2019 North Carolina Sports Hall of Fame Class

**CURBED** - The 21 most spectacular theaters in the U.S.

**National Recreation & Parks Association** - Durham earns National Accreditation in Parks and Recreation

**Best Hospitality Degrees** - #4 NC Central University 10 Best Online Colleges for a Bachelor's Degree in Hospitality

**Arbor Day Foundation** - Duke University Named Tree Campus USA for 11<sup>th</sup> Year

**Smartasset** - #6 - Durham-Chapel Hill among top places for women homebuyers; Best Cities for Women in Tech in 2019

**World Gin Awards** - The country's best gin is closer than you think

**Matador Network** - The 15 most important LGBTQ landmarks in the US

**marie claire** - Trust us, you'll want to bump this hip southern city to the top of your list.

**ecophiles** - Top 8 Farmers' Market to Visit Across America

**BusinessWire** - Historic Hotels of America - 21c Museum Hotel

**USA Today 10BEST** - Readers' Choice Airport Awards: RDU International Airport

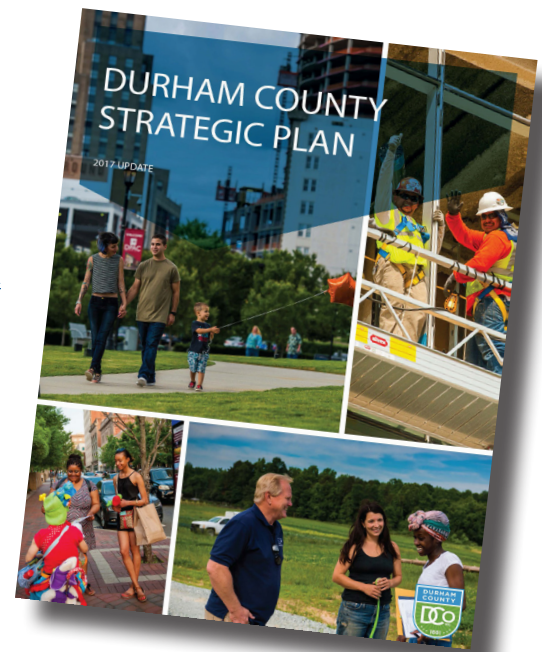


## About the Organization:

The Durham County Commissioners are a five-member board with commissioners serving four-year terms. Durham County Government provides services ranging from animal control to zoning with strong support provided to the local Board of Education and School Superintendent. Award-winning programs in our Health Department, IT, Public Library, Social Services, and Tax Departments as well as Government Finance Officers Association (GFOA) recognized reporting in the Finance department, demonstrate Durham County's commitment to better serve our residents, prepare for the future and be a caring, inclusive, and transparent government.

The County is regarded as a fiscally responsible, stable, and well managed government with sound budget and strong fund balance (net assets). For more than 20 years, Durham County has been awarded a Triple A bond rating, a designation attained by only 69 counties in the United States and only six of North Carolina's 100 counties. Durham County has an overall budget of approximately \$760 million with an operating budget of around \$500 million. The County has 27 departments employing about 2,100 FTE employees. The County's goal areas of **Community and Family, Health and Well-Being, Secure Community, Environment and Visionary Government** guide staff in their daily work. Executive leadership is structured around these goal areas and the County Manager is supported by five general managers overseeing each area, and a chief of Staff.

The County has worked hard to increase transparency and to match the community's vision of *"Durham County is a thriving, vibrant and diverse community with abundant opportunity for all residents to live, work, learn, play and grow"* with goals and an actionable [strategic plan](#) that includes a robust implementation and evaluation [process](#). As showcased in this [ICMA focus video](#), the County's collaborative and innovative efforts post Covid so beautifully demonstrated this vision at work. **To learn more about the Community and Organization**, visit the [County website](#).



*Durham County, through its **Community Empowerment and Enrichment** strategic goal, is committed to providing access to educational, vocational, economic, and cultural opportunities while empowering citizens to choose pathways for their own success.*



## About the Department and Position:

The Durham County **DSS Director**, reporting directly to the DSS Board of 5 members and working collaboratively with the County Manager, is responsible for overseeing the Department's \$55.5M budget and leading its 550+ employees to execute the Department's mission of partnering with individuals, families, and the community to help its community members achieve physical, social, and financial well-being.

Through 6 units – Child and Family Services, Aging and Adult Services, Family Economic Independence, Quality Assurance and Training, Program Integrity, and the Business Office, the Department is strategically committed to ensuring that:

- Every child has access to quality early education programming;
- Every senior age 55 or older has access to quality services that support health, safety and financial well-being;
- Everyone has a safe home, a living wage, employment and financial stability;
- Everyone has access to affordable healthcare; and,
- Youth are engaged as a vital resource in our community.

As the County continues to experience growth and the Department is challenged with a current vacancy rate of 17%, the social services staff are increasingly pressured with navigating and supporting the needs of its constituents. With 14% of the County's population 65+ years old, rising eviction rates and a decline in affordable housing, the Department is seeing an increase in individuals seeking assistance and services from DSS. The next **Director** will successfully balance proactive and reactive approaches to problem solving when navigating both internal and external factors that impact the Department, its services and staff and the overall well-being of the community.



*Ensuring every child has access to quality early education programming is a key goal for Durham County Department of Social Services staff.*



*Get on the Bus! The Durham County Social Services "Foster Care Bus" got a makeover with this colorful, eye-catching wrap!*



## Key Position Priorities:

- Evaluate and prioritize hiring for vacant positions to support staff workload and consistency and efficacy of service delivery while also evaluating and ensuring existing programs are adequately staffed with appropriate resources and restructuring programs where appropriate.
- Work towards positioning the County/DSS as a competitive employer of choice for prospective employees by working collaboratively with County Leadership to thoroughly evaluate and improve employee benefits, incentives, compensation, and other work factors that impact staff recruitment and retention in the short and long-term.
- Ensure staff development and engagement initiatives that support employees to have a renewed passion for mission critical services, meet high community expectations for service, prepare employees for cross-team collaborations, and offer technical and leadership skills training to ensure effective career development and succession planning.
- Recommend a centralized data management system for the department to effectively link its services, programs, constituents, partnerships, etc. and oversee the integration and training of the system across the department.
- Examine external factors affecting the Department and its employees including but not limited to an increase in evictions, mental health issues among community members, etc. and support the education and training of staff to respond to these issues while also enhancing the Department's relationships with stakeholders and partners to support the varied needs of the Department's constituents.

## Qualifications:

The successful candidate should possess a Master's Degree in Social Work (MSW) 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 with a preferred degree in a Human Services field 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. Extensive experience in an executive leadership role at a large Department of Social Services or similar Health & Human Services Organization **is required**. Applicants must have an extensive knowledge of management principles applicable to the operation of a human service delivery system. Applicants must also have an understanding of the organizational structure of a department of social services and applicable county policy as well as state and federal laws, rules, and regulations.



*One of the key priorities of the new **Director** is to ensure staff development and engagement initiatives that support employees to have a renewed passion for mission critical services. These services include a walk/run in recognition of Elder Abuse Awareness Day (left) and tying blue ribbons on trees located outside the Human Services Building, in support of National Child Abuse Prevention Month.*

## The Successful Candidate:

- has experience in building an inclusive team from the bottom up and top down with demonstrable experience in maintaining a community of learning and mobility as well as a positive work culture and environment.
- is accountable by creating and applying performance metrics that objectively measure department performance against mission critical goals;
- advocates for and explains services of the agency to regulatory bodies and programmatic partners;
- is adept at ensuring the marketing and communication of programs to eligible community members through various means;
- has a track record of breaking down silos and barriers while building bridges and paths to solutions in partnership with others;
- is experienced in developing, managing and coordinating a budget that consists of funds from multiple sources; as well as a good understanding of the County's budget and available financial resources;
- is able to enhance and ensure equitable service delivery to DSS program customers;
- is knowledgeable about the legal and philosophical basis for public assistance programs along with a theoretical knowledge base of the field of social work;
- networks with peers in neighboring communities and throughout the state;
- establishes and cultivates relationships at the federal level to support advocacy work and ensure compliance of federal laws;
- is a creative thinker in assessing ways to meet program needs within staffing and budgetary constraints;
- is an excellent communicator both verbally and in writing and possesses well-developed interpersonal skills and abilities; and,
- is an accountable manager who holds high expectations of self and others while also being an effective and respected leader.

*The successful candidate will assertively advocate for the needs of Durham County clients, community members, and employees with key stakeholders and decision-makers who influence policy, laws, and funding.*





## Salary:

The hiring range for this position is \$160,000 - \$190,000 depending on qualifications and experience. Residency within County limits is required within 12 months of employment..

**To apply**, please visit

<https://www.governmentjobs.com/careers/developmentalassociates>, and click on the **DSS Director - Durham County** title.

To learn more about the selection process, visit <https://developmentalassociates.com/client-openings/> select “Client Openings” and scroll down to “Important Information for Applicants.” All applications must be submitted online via the Developmental Associates application portal – NOT the County Employment Application portal, nor any other external website; it is not sufficient to send only a resume. Resumes and cover letters must be uploaded with the application. Applicants must apply by January 2, 2023. Successful semi-finalists will be invited to participate in virtual interviews and skill evaluation on February 16 - 17, 2023. Candidates are encouraged to reserve these dates for virtual meetings should they be invited to participate.

All inquiries should be emailed to [hiring@developmentalassociates.com](mailto:hiring@developmentalassociates.com).



Durham County is an Equal Opportunity Employer.



The recruitment and selection process is being managed by Developmental Associates, LLC

## Benefits:

Medical Insurance

Dental Insurance

Vision Insurance (County Paid)

Medical Flexible Spending Account (FSA)

Life & Accidental Death & Dismemberment Insurance

(1x Salary - County Paid) Term Life Insurance

Whole Life Insurance Accident Insurance

Short Term Disability

Long Term Disability

Long Term Care

Hospital Confinement

Legal Insurance

Dependent Care Flexible Spending Account

Transportation Flexible Spending Account

Employee Assistance Programs (EAP)

Flexible Work Options

Choose To Move 30 Minute Wellness Program

Group Fitness Classes

Retiree Benefits

Retirement Pension

County contributes 5% towards your 401k or 457 plan regardless if you contribute

529 College Fund

Tuition Reimbursement

Leave (Vacation, Sick, Holiday, Volunteer & more)

