



MECKLENBURG COUNTY
North Carolina

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Invites your interest in the position of

Community Resources Deputy Director

Mecklenburg County, which has seven municipalities and is anchored by Charlotte, the largest city in North Carolina, seeks an innovative professional to help lead the **Department of Community Resources by serving as Deputy Director (Deputy Director)**. The Department of Community Resources provides individuals and families with immediate access to a diverse range of Mecklenburg County Health and Human Services programs and community partner services through [Community Resources Centers](#) throughout the county. The department's Director invites candidates with experience in health and human services integration and economic and/or child support services to apply for this position if they are:

- energized by the idea of strengthening an urban county by ensuring that the basic needs of individuals and families are met;
- adept in navigating daily operations within municipal Economic Services and Child Support Services Divisions while ensuring that service delivery and programs offered to residents are efficient, address community needs holistically, and enhance community engagement;
- a natural leader with demonstrable experience building highly successful and cohesive teams who value feedback and growth, are mission-focused and dedicated to the mission, vision, and values of the department; and,
- a strong advocate – successful in communicating the internal and external needs affecting the DCR department and advocating for solutions at the local and state level to support quality service delivery.

About the Organization, Department and Position:

Governed by a nine-member Board of County Commissioners, Mecklenburg County is committed to serving its residents, employees, and visitors as a premier service provider. The County Manager serves as the Chief Executive Officer, managing the daily affairs of the county departments with its 5,800 full-time employees and \$2.16 billion operating budget. Moving forward, the County's vision is to strengthen its position as a "world-class" community with national and global competitiveness; stimulate business vitality; and enhance the quality of life in communities and neighborhoods.

The Department of Community Resources provides child support services, employment, energy and housing assistance, food and nutrition services, and Medicaid management. The department also provides case management and care coordination services to assist families in achieving greater levels of economic mobility through its MeckSuccess program. Through Community Resource Centers managed by the Department of Community Resources, individuals, and families can conveniently seek support and receive these services.

The department's Child Support Services division enhances the quality of life for children and families through the efficient and timely provision of child support services. The county's Community Resource Centers feature an integrated service delivery approach by offering services from each county Health and Human Services Agency and specific community partners at a single location. The Unified Workforce Development Program and NC Works connect job seekers to local businesses that are hiring by providing on-site computer labs, internet access, resume writing support, and other resources at these centers. Individuals and families will also find free childcare available at these centers while they are receiving services. Learn more about the Department of Community Resources [here](#).





Reporting to the Department of Community Resources Director, the **Deputy Director** will support the management of the department's \$106 million and oversee a team of 938 employees. The **Deputy Director** helps lead the DCR Senior Executive Team and works in partnership with other members to provide leadership and strategic planning for the department. The next **Deputy Director** has significant experience implementing community engagement initiatives, collaboration, and project management. The **Deputy Director** will nurture a working environment of excellence, where staff is held accountable to the department's policies and procedures, and collaboration with the department's leadership team, HHS Executive team, program staff, and community partners is embraced to ensure holistic service delivery.

Key Position Priorities:

- Deeply engage in the community to build and maintain trusting relationships with stakeholders, represent the department through participation in various internal and external committees, workgroups, and initiatives, and advocate for the needs of Mecklenburg County's individuals and families.
- Establish healthy and manageable workloads for staff through strategic and innovative recruitment and retention methods while ensuring programs are adequately staffed with appropriate resources and restructuring programs if needed.
- Facilitate 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.
- Support the Department of Community Resources Director in implementing the department's FY 2023 – 2025 strategic business plan, and ensure effective communication of the plan's progress and achievements to educate and inform internal and external stakeholders.
- Oversee day-to-day operations within the Economic Services and Child Support Services divisions and manage internal operations including personnel, space, logistics of major events, and policy development while ensuring compliance with local, state, and federal regulations and quality service delivery daily; Serve as second in command for the department and exercise leadership authority in the absence of the Director.



Qualifications: A bachelor's degree in human services, social work, business administration, public Administration, or a related field *and a* minimum of eight years of progressively responsible management experience in human services, including two years of supervisory experience **is required**. A master's degree **is preferred**. Applicants **must have** extensive program and service knowledge related to health and human services integration including, but not limited to, Public Health, Community Support Services, Child Support Services, Social Services, and/or Community Resources, etc. NC or SC state driver license **is required**. This position may require a valid Mecklenburg County Vehicle Operator's Permit, which can be obtained within a negotiated timeframe. Mecklenburg County is an Equal Opportunity Employer.

The Successful Candidate is:

- experienced in building and maintaining 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;
- assertive in advocating for the needs of the department's clients, community members, and employees with key stakeholders and decision-makers who influence policy, laws, and funding;
- accountable by creating and applying performance metrics that objectively measure department performance against mission-critical goals;
- an advocate for explaining the services of the department to regulatory bodies and programmatic partners;
- adept at ensuring the marketing and communication of programs to eligible community members through various means;
- 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;
- able to enhance and ensure equitable service delivery to the department's customers;
- knowledgeable about the legal and philosophical basis for public assistance programs along with a theoretical knowledge base of the field of human services;
- a natural collaborator who networks with peers in neighboring communities and throughout the state;
- committed to establishing and cultivating relationships at the federal level to support advocacy work and ensure compliance with federal laws;
- an excellent communicator both verbally and in writing and possesses well-developed interpersonal skills and abilities; and,
- an accountable manager who holds high expectations of self and others while also being an effective and respected leader.





About the Community:

Formed in 1762, Mecklenburg County is proud of its longstanding heritage, diverse landscape, multicultural population, and bustling economy. It encompasses 546 square miles and is home to over 1.1 million people making it the second-most populous county in the state. In addition to the county seat of Charlotte, Mecklenburg County also contains the Towns of Cornelius, Davidson, Huntersville, Matthews, Mint Hill, and Pineville, along the state's border with South Carolina.

The County is home to several Fortune 500 companies including Bank of America, Duke Energy, Nucor, Honeywell, and Truist Financial. Enhancing the region's position as a financial center is a branch of the Federal Reserve Bank of Richmond. The County offers convenient access to the greater region by way of its interstate highway system of I-77, I-85, and I-40. With the excitement of a cosmopolitan city and the ease of Southern charm, Mecklenburg County is a world-class destination that continues to grow in popularity.

Mecklenburg County is home to the Charlotte Douglas International Airport (CLT). According to Airport Council International's (ACI) 2021 rankings, CLT ranks No. 5 worldwide for air traffic (519,895 annual aircraft arrivals and departures) and No. 6 for passenger traffic (43,302,230). It also serves as the second-largest hub for American Airlines, the largest airline in the world.

As one of the Southeast's largest sports destinations, Mecklenburg County is home to the NFL's Carolina Panthers, the NBA's Charlotte Hornets, and the newest franchise, the MLS's Charlotte FC, who last year set the all-time MLS attendance record of 74,479 in their opening match against the L.A. Galaxy. NASCAR racing is also close by at the Charlotte Motor Speedway, with eight of the largest NASCAR race shops located in or near Mecklenburg County. The AAA Charlotte Knights baseball team plays in the International League and is affiliated with the Chicago White Sox. The Charlotte Checkers hockey team plays in the Atlantic Division of the Eastern Conference of the American Hockey League (AHL).

Multiple cultural opportunities exist in the form of the state's first art museum, The Mint Museum; The Harvey B. Gantt Center for African American Arts + Culture, Discovery Place, as well as its IMAX Dome Theatre; the Charlotte Nature Museum; the NASCAR Hall of Fame; Mint Museum of Craft + Design; the McColl Center for Visual Arts; the Illusion Museum, ImaginOn, an interactive children's learning environment; and the Levine Museum of the New South. Theatergoers can choose between the offerings at the NC Blumenthal Performing Arts Center, a state-of-the-art facility hosting the Broadway Lights Series with national touring Broadway productions, ballet, dance, and the Charlotte Symphony Orchestra.



The area offers the beauty of the four seasons, along with moderate weather that makes the city a popular destination for nearly 30 million visitors annually. Conveniently located just two hours from the Great Smoky Mountains and three hours to pristine Carolina beaches, individuals and businesses continue to be attracted to this area. The area offers a lot to residents, workers, and visitors and has received multiple recognitions and rankings including: "Top 20 Best Cities for Businesses and Careers" by Forbes.com; "Top 50 Cities that Sizzle" by Nation's Restaurant News Magazine; one of the "Top 10 Cities for African-Americans to Live, Work and Play" by Black Enterprise; one of the "Top 20 Cities for Women" by Ladies Home Journal; and the "Most Livable Community for the Visually Impaired" by the American Foundation for the Blind.

Salary and Benefits:

The salary range for this position is \$157,249.73 to \$196,562.16. The hiring salary is dependent upon qualifications and experience. Mecklenburg County offers a generous benefits package to include medical, dental, vision, life, short- and long-term disability, accident, cancer, critical illness, medical bridge, and pet insurance; paid holiday, vacation, and sick leave; NC Local Governmental Retirement Benefit (pension); 401K/457 retirement plans with 5% employer match.

To apply, please visit

<https://www.governmentjobs.com/careers/developmentalassociates> and click on the **Community Resources Deputy Director – Mecklenburg County, NC** title.

- All applications must be submitted online via the Developmental Associates application portal (link above) – NOT the Mecklenburg County employment application portal, nor any other external website.
- Resumes and cover letters must be uploaded with the application.
- Applicants should apply by **September 7th, 2023**.
- The hiring team will invite successful semi-finalists to participate in virtual interviews and skill evaluation on October 10th – 11th, 2023. Candidates are encouraged to reserve these dates for virtual meetings should they be invited to participate.
- Direct inquiries to: hiring@developmentalassociates.com.

Developmental Associates, LLC manages the recruitment and selection process for this position. To learn more about our selection process, visit <https://developmentalassociates.com/client-openings/>, select "Client Openings," and scroll down to "Important Information for Applicants."

