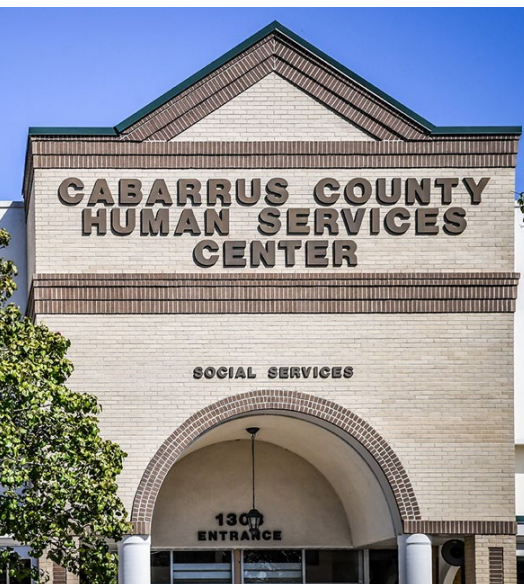




CABARRUS COUNTY
America Thrives Here



Inviting applications for the position of
**SOCIAL SERVICES
DIRECTOR**



If you are a dynamic leader and strategic thinker seeking an exciting opportunity in the human services field, Cabarrus County, located in central North Carolina, invites you to apply to lead its Social Services Department as its next **Social Services Director**. The ideal candidate is a seasoned, trauma-aware human services professional who can navigate the inherent challenges associated with social service program delivery in a mid-sized county on the outskirts of a major metropolitan area (Charlotte, NC). Innovation when curating programs to meet the needs of county residents eligible for social services resources, and experience in supporting departmental reorganization, facilitating efforts to educate and streamline during transitions, are essential characteristics of the successful candidate.

About the Organization:

Cabarrus County, operating under the Council-Manager form of government, is dedicated to administering state requirements, ensuring public safety, determining county needs, and providing services that continually enhance the quality of life through visionary leadership and good stewardship. The county's vision of being a place where children learn, citizens participate, dreams matter, families and neighbors thrive, and the community prospers is supported by a county staff team of nearly 1,500 and a **FY24 budget of \$451.5M**. Learn more about Cabarrus County [here](#).

About the Department and Position:

The Cabarrus County Department of Social Services provides services and programs for children, families, and adults, including but not limited to Adoption Services, Adult Services, Child Day Care, Child Protective Services, Child Support, Energy Assistance, Foster Care, Food and Nutrition Services, Medicaid, Program Integrity, Work First, and services for people who are blind. The Department receives advocacy, advice, and counsel from the five-member Human Services Advisory Board. Members are appointed by the Board of Commissioners. The Social Services Director meets regularly and liaises with this board.

Reporting to one of two Assistant County Managers, the **Social Services Director** (with the support of two deputy directors) leads a professional staff of nearly 400 and is accountable for a budget of almost \$60 million. The **Social Services Director** oversees three direct reports: a **Child Welfare Deputy Director**, an **Economic Services & Customer Service Deputy Director**, and an **Adult and Aging Program Administrator**.

The **Social Services Director**, as defined in NCGS 108A-14 and other North Carolina General Statutes, plans and directs the delivery of all social service programs; collaborates with community partners and leaders to implement an integrated human service delivery model to improve the economic, health, and food security of Cabarrus residents; facilitates capacity and service delivery improvements for all program areas; provides leadership and direction for program development and standards, analyses and operations; develops, manages, and oversees the department budget; ensures compliance with local, state and federal regulations; and prepares and maintains systems, records and files.

The **Social Services Director** leads a team to achieve the expectations outlined in the North Carolina Department of Health & Human Services Memorandum of Understanding (MOU) for the administration of child welfare and adult protective services, among other responsibilities.

The next **Social Services Director** will prioritize the department's collaborative partnerships, including supporting the sustainability and growth of the successful **Dream Center**. Created in 2019 by Multiply Church, the Dream Center provides a centralized location for more than 13 providers addressing poverty, homelessness, behavioral health, and human trafficking, among others.

Key Position Priorities:

- Assess factors affecting morale, such as staffing levels, compensation, and training, and implement changes to facilitate a cohesive, team-centric culture of high morale where trust is foundational, diversity, equity, and inclusion are embraced, staff are challenged to excel, and accomplishments are celebrated.
- Enhance the department's relationship with the community through community immersion, intentional and consistent active listening and education, and nurturing collaborative efforts with community partners.
- Thoroughly examine the methods, procedures, and standards of departmental communication and implement changes to improve the efficiency and efficacy of the department's internal and external communication.
- Support the department's impending reorganization to transition from Human Services to Social Services by removing the divisions of Veteran Services and Behavioral Health while strategically positioning the department and its employees to adapt and embrace changes and opportunities.

Qualifications:

A master's degree in Business Administration, Public Administration, Social Work or Human Services, or a related field, and a minimum of five years of leadership experience at a program administrator/division director level or higher within a Department of Social Services **is required**. The county will also consider a four-year degree with coursework in Business Administration, Public Administration, Social Work, Human Services, or a related field and at least seven years of leadership experience at a program administrator/division director level or higher within a Department of Social Services. An equivalent combination of education and experience will also be considered.





The Successful Candidate is:

- adept in the principles and practice of Social Work and knowledgeable about the legal and philosophical basis for public assistance programs;
- knowledgeable of all applicable Federal and State laws, rules, and regulations, and the understanding of the legal and philosophical basis for social services programs;
- knowledgeable of the principles and methods of leadership, including personnel management, strategic planning, budgetary/fiscal practices, and the ability to work effectively with individuals and groups;
- experienced 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;
- assertive in advocating for the needs of Cabarrus County 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;
- flexible and adaptable to change processes that prove ineffective when attempted and utilizes data and metrics when determining the effectiveness of strategies, programs, and services;
- articulate when marketing and communicating the services of the agency to regulatory bodies, general and eligible community members, and programmatic partners;
- experienced in breaking down silos and barriers while building bridges and paths to solutions in partnership with others;
- 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 constituents;
- experienced in networking 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;
- one with solid attention to detail, including the ability to prepare reports and other types of correspondence;
- articulate in their ability to express complex ideas effectively, orally and in writing;
- an excellent communicator both verbally and in writing and possesses well-developed interpersonal skills and abilities;
- known for their sound judgment in analyzing situations and making decisions effectively;
- a creative thinker in assessing ways to meet program needs within staffing and budgetary constraints; and,
- an accountable manager who holds high expectations of self and others while being an influential and respected leader.

Salary and Benefits:

The starting salary for this position is dependent upon qualifications and experience with an anticipated starting salary from \$140,500 to \$165,000. The compensation structure for the county is currently under review. Cabarrus County offers a [generous benefits package](#), including an award-winning health and wellness program that helps employees succeed with an employee clinic, supportive resources, an employee health & wellness center, fitness classes, and exercise facilities.

About the Community:

Cabarrus County, incorporated in 1792, is in the Piedmont region of the State of North Carolina and is bordered on the north by Rowan and Iredell counties, on the east by Stanly County, on the south by Union County, and on the west by Mecklenburg County; it comprises approximately 230,400 acres.

There are six municipalities in the county, the largest of which is the City of Concord, also the county seat. Concord is approximately 124 miles from the City of Raleigh and 18 miles northeast of the City of Charlotte. The second largest municipality is the City of Kannapolis. The Towns of Mount Pleasant, Harrisburg, Midland, and Locust are smaller municipalities in the county. The US Census estimates the county had an estimated population of 225,804 as of 2020 and is projected to grow to 322,564 residents by 2040. The county is empowered to levy a property tax on real and personal property within its boundaries.

Cabarrus County residents rave about the county's quality of life. From major attractions to vast educational opportunities for all ages and ample outdoor experiences, the county offers much to its residents and visitors. Though the county is home to many sights and sounds, including segments of the [Carolina Thread Trail](#), a picturesque trail for walking, running, and biking, it is widely known as the home to the [Charlotte Motor Speedway](#) and the [North Carolina Music Hall of Fame](#). Learn more about this thriving, unique county [here](#).

To apply, please visit

<https://www.governmentjobs.com/careers/developmentalassociates> and click on the **Social Services Director – Cabarrus County, NC** title.

- All applications must be submitted online via the Developmental Associates application portal (link above) – NOT the Cabarrus County employment application portal or any other external website.
- Resumes and cover letters must be uploaded with the application.
- Applicants should apply by **January 25, 2024** to be considered during the first round of reviews.
- The hiring team will invite successful semi-finalists to participate in virtual interviews and skill evaluations on **February 22 - 23, 2024**. Candidates are encouraged to reserve these dates for virtual meetings should they be invited to participate.
- Direct inquiries to hiring@developmentalassociates.com.

Cabarrus County is an Equal Opportunity Employer. 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."

