



**DHS/DFCS - Social Services Administrator
(Social Services Manager) – Child Protective Services (CPS)**

**Job Number:
00159162**

Job Posting: January 18, 2017

Closing Date: Until Filled

Primary Location: Region 2 – Dawson/Lumpkin/White Co

Number of Openings: 1

Job: Social Services

Shift: Day Job

SALARY: Pay Grade L

Salary Range: \$40,982.94 - \$58,547.06

(Salary Commensurate with Experience)

Current Georgia State Government employees will be subject to State Personnel Board rule provisions.

The Georgia Division of Family and Children Services (DFCS), a division of the Georgia Department of Human Services, investigates reports of child abuse; finds foster and adoptive homes for abused and neglected children; issues SNAP, Medicaid, TANF and childcare assistance to low-income families; helps out-of-work parents get back on their feet; and provides numerous support services and innovative programs to help families in need.

DFCS is working to implement significant child welfare reform through the Blueprint for Change plan, which is the Division's roadmap to improving the lives of the children and families we serve. It is about strong practice, a committed workforce and the authentic internal and external engagement with our staff and the community. The Blueprint for Change has three pillars:

- Practice Model: Adoption of a practice model that will serve as the foundation to keep kids safe and strengthen families; and inclusion of guiding principles, vision and mission statement.
- Robust Workforce Development: Increased staffing and expertise for Child Welfare and Family Independence; research-based caseload ratios; mentoring for supervisors; improved compensation based on proven competency; and development of a career path.
- Constituent Engagement: Creation of advisory boards at state, regional and local levels; organized "roadshows" to engage the public, local stakeholders and media; and build consensus and collaboration among partners, staff, and stakeholders.

DFCS is seeking candidates for the position of **Social Services Administrator (Social Services Manager)**. This position will cover Dawson/Lumpkin/White Counties. This position reports to the County Director. The Social Services Administrator provides leadership to Social Services unit supervisors and ensures that the mission and goals of the program are executed by the agency within the community. The successful candidate will be motivated and passionate about changing the lives of children and families, brings a deep knowledge of child welfare and foster care placement services from a public/private perspective. The incumbent will be able to work in partnership with stakeholders to achieve the mission, vision and Blueprint for Change of the Division.

Job Summary & Responsibilities:

Under broad supervision, the **Social Services Administrator (Social Services Manager)**:

- Responsible for Solution Based Case Work oversight and practice and model fidelity for all CPS Units.
- Records review and attend staffing's with CPS SSS and CPS CM.
- Directly involved in staffing's for pre-removal staffing's and will oversee the filing of petitions and initial PPH, Adjudicatory and Dispositional Hearings.
- Ensure CPS CM staff are certified and serve as a liaison with the Regional CPS FPS.
- Collaborates with the Program Director or County Director, as appropriate, to effectively execute the mission, goals and objectives of the organization.
- Establishes goals and objectives that are consistent with the mission of the organization; oversees development and review of unit goals.
- Assists with planning scope of work and establishment of operational procedures for positions in Section in accordance with state and federal standards and regulations.
- Defines staff performance responsibilities and regulates workloads for units within the Section.
- Ensures efficient and timely delivery of services.
- Directs professional staff in development of skills, delivery of quality services and documentation of efforts.
- Monitors compliance with policies and procedures.
- Performs other professional responsibilities as assigned.

Core Competencies:

- Demonstrated successful leadership skills:
 - *Leading Change*: Demonstrated ability to lead change as evidenced by an ability to develop and implement an organizational vision.
 - *Leading People*: Demonstrated ability to achieve organizational objectives by creatively managing and motivating staff.
 - *Results Driven Leadership*: Demonstrated knowledge of and ability to plan, prioritize and coordinate large and complex programs.
 - *Business Acumen*: Demonstrated ability to properly utilize human capital, financial resources and information in a manner that instills public trust and accomplishes the organization's mission; demonstrated ability to take advantage of new technologies to enhance the effectiveness of decision making.
- Social/Human services supervisory experience.
- Knowledge of federal, state and agency rules and regulations applicable to child protective services, family independence programs, mass communications, call center operations and technologies.
- Ability to work effectively at multiple levels of the organization and with multiple project teams as well as external stakeholders.
- Ability to demonstrate effective active listening, critical thinking and group facilitation skills.
- Expertise in making strategic decisions based on data as well as best practices.
- Ability to maintain a results-oriented, learning culture.
- Demonstrated skill as a consensus builder.
- Excellent planning and organizational management skills.
- Ability to work in a very fast-paced, stressful environment while effectively and accurately managing multiple projects simultaneously under tight deadlines.
- Demonstrated evidence of excellent critical thinking and problem solving skills.
- Ability to develop and make presentations on behalf of organization.
- Ability to work independently with limited direction.
- Excellent oral, written, presentation and interpersonal communication skills.
- Strong proficiency in the use of Microsoft Office Suite and/or standard software applications typically used in a corporate office environment.

DHS provides services to ensure the health and welfare of all Georgians. In the event of an emergency, any employee may be required to assist in meeting the emergency responsibilities of the department.

Qualifications:

- Master's degree in a related area from an accredited college or university and One (1) year of supervisory experience in a Human Service Delivery Program.
or
- Bachelor's degree in a related area from an accredited college or university and Two (2) years of supervisory experience in a Human Service Delivery Program.
or
- Related certification and one (1) year of supervisory experience in a Human Service Delivery Program.
or
- Two (2) years of experience at the lower level Social Svcs Prgm Mgr Spv (SSP023) or position equivalent.

Preferred Qualifications:

Preference will be given to candidates who, in addition to meeting the minimum qualifications, demonstrate some or all of the following skills/experience:

- Two (2) years of Child Protective Services supervision.
- Five (5) years of DFCS work experience in Child Welfare Services.
- Knowledge of all Child Welfare program areas.

Note: Educational achievement does not substitute for required case management experience.

Note: Candidates selected for an interview will be expected to discuss the content of the "Life as a Georgia Case Manager" video. Interested applicants should refer to the Related Links section of <http://www.dhsjobs.org> to view this video prior to applying for the position.

Benefits:

In addition to a competitive salary, DHS offers a generous benefits package, which includes employee retirement plan; paid holidays annually; vacation and sick leave; health, dental, vision, legal, disability, accidental death and dismemberment, health and child care spending account.

Visit <http://team.georgia.gov/> for more information.

GEORGIA ON MY MIND: It Doesn't Get Any Better Than This!

Georgians enjoy a quality of life that would be hard to find in any area across the nation. Lower taxes and a lower cost of living enable you to do more with the money you make and maintain a higher standard of living.

Within Georgia you will find an unlimited supply of recreational and cultural opportunities. Enjoy boating, camping, fishing, golf, hiking, picnicking, swimming, tennis or just relaxing against Georgia's many scenic backdrops. Georgia is a 57,906 square-mile playground filled with natural beauty and immaculate resources. From the mountains to the coast from ballet to baseball, Georgia offers you a livability and quality of life that can help you achieve your dreams.

You're Really Going to Like Lumpkin County

Legend has it that gold was discovered in Lumpkin County in 1828 when hunter Benjamin Parks overturned a rock laced with the glittering metal. This led to the first major gold rush in the U.S. creating overnight the boom town of Auraria. There is still plenty of gold in the area but the cost of modern mining operations far exceeds the value of the refined gold. Most Dahlonega "mining" today is purely recreational. Visitors can pan for gold, tour the old Consolidated Mine and visit the Gold Miners' Camp for a taste of what mining was like in the 1800s.

Outdoor enthusiasts make this their prime destination for hiking, canoeing and kayaking, trout fishing, horseback riding, cycling, golf, mountain biking, four wheeling, and some of the most magnificent motorcycle rides in the country.

Dahlonega's historic Square is the hub of the county's thriving tourism industry. Residents enjoy the city's charm as much as the visitors do. Connected by shaded, brick sidewalks, shops and galleries, restaurants, and entertainment spots fill the 19th-century buildings. It's not unusual to hear musicians "jamming" on the Square and see artists with their sketch pads whiling away the pretty afternoons. North Georgia College and State University (NGCSU) is an attraction in and of itself, drawing thousands of students to the area every year, many of whom choose to stay upon graduation while others return again and again with their families for vacations, reunions, and possibly retirement. NGCSU also provides ample opportunities for lifelong learning for Lumpkin County's adult population through a full menu of continuing education classes including traditional and online professional development courses, computer skills classes, and trade recertification.

The scenic, unspoiled natural environment, hard-working people and pro-business attitude make this a place where businesses can prosper and families grow, with each aspect of the community reinforcing and supporting the other.

Lumpkin County residents and businesses escape the daily traffic and stress of metro-Atlanta while still reaping the rewards of proximity to the transportation hub of the Southeast. Lumpkin County offers the excellent quality of life you've dreamed about. It's no wonder that U.S. News & World Report in 2007 chose Dahlonega as the third most economical retirement location in the country.

www.thechamber.dahlonega.org

Criminal Background Checks/Applicant Privacy Rights

All applicants may be subject to a drug screen and may be required to submit fingerprints to check for the existence of criminal history information through the Georgia Bureau of Investigation and the Federal Bureau of Investigation. Applicants have the right to challenge the contents of any criminal history record obtained for the purpose of employment with DHS. For an explanation of these rights, please read, "Applicant Privacy Rights" at:

http://qbi.georgia.gov/sites/qbi.georgia.gov/files/related_files/document/ApplicantPrivacyRights.pdf

Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification. Former DHS employees must be eligible for rehire in order to be considered for the position.

This position is subject to close at any time once a satisfactory applicant pool has been identified.

[The Georgia Department of Human Services](#) (DHS) provides a wide range of human services designed to promote self-sufficiency, safety and well-being for all Georgians. The department is one of the largest agencies in state government with an annual budget of \$1.8 billion and nearly 9,000 employees. DHS is comprised of three Divisions: the [Division of Aging Services](#), the [Division of Child Support Services](#), and the [Division of Family and Children Services](#).