



HENDERSON COUNTY HUMAN RESOURCES DEPARTMENT

112 FIRST AVENUE WEST
HENDERSONVILLE, NC 28792

Memo

To: All Interested Candidates
From: Jan Prichard, Human Resources Director
Date: **September 18, 2017**
RE: Job Posting – One (1) Full-time Human Services Planner/Evaluator III / Continuous Quality Improvement Manager
Department of Social Services

Duties and Responsibilities: Collaborates with SW administrative staff regarding assessment tools and data collection methods within a Quality Assurance Program to identify service delivery strengths and needs, advise appropriate management and staff on the development of a corrective action plan, and monitor implementation of that plan; develops case review tools for Child and Adult Welfare Services and ensure the quality and quantity of work is equitable and informs professional development of staff; coordinates supervisors' implementation of case review system and develops fidelity assurances; collaborates with administrative and management staff the implementation of NC FAST in Child and Adult Welfare and communicates with State partners as NC FAST is implemented. Develops tools to measure efficiency of staff use of mobile technology; assist in acclimation and training of new staff and supervisors and in development and implementation of a training plan for all supervisors and staff in conjunction with management staff; assists in screening and interviewing of new staff; assures compliance with all applicable policy, rules and government statutes; assists in representing the agency in advocating for services needed for populations served; complies with other duties that may be assigned.

Qualifications: requires knowledge of methods and principles of casework supervision, training, and administration; extensive knowledge of laws, regulations, and policies which govern child welfare and adult welfare programs; knowledge of management techniques and styles; extensive knowledge of social work principals, techniques, and their application to specific casework and community problems; knowledge of family centered philosophy and family systems dynamics; knowledge of medical, behavioral, and socio-economic problems and their treatment; ability to supervise, train, and direct social workers in various programs; ability to transfer knowledge to staff; ability to be flexible with constant change and maintain professional demeanor under duress; ability to acclimate to new technology quickly; skills in promoting clear communication, coordination and responsiveness between staff and administration; skills in program evaluation, change theory, and implementation science of new practice ideas and models; skills in interviewing; ability to express ideas clearly and concisely; ability to plan and execute work effectively; skills in creating resources when none are available.

Master's degree in social work and three (3) years of child welfare supervision experience; or a Bachelor's degree in social work and five (5) years of child welfare supervision experience; or a Master's degree in human services, counseling, or psychology and four (4) years of child welfare supervision experience; or Bachelor's degree in human services, counseling, or psychology and six (6) years of child welfare supervision.

Pre-employment drug test and background checks required of finalist applicants.

Applications must be obtained and submitted to Henderson County HRD, 112 First Avenue West, Hendersonville, NC 28792, www.hendersoncountync.org/hrd. Applications may also be obtained at the Henderson County NCWorks Career Center, Blue Ridge Community College, 180 West Campus Drive, Flat Rock, NC 28731

The deadline for application is: **October 2, 2017**

Starting salary: \$46,293.00
Grade: 78A

Phone: (828) 697-4669 ♦ Fax: (828) 698-6184
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www.hendersoncountync.org/hrd
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