



Rutherford County Department of Social Services Position Vacancy Announcement

FAMILY & CHILDREN'S SERVICES

POSITION TITLE: HUMAN SERVICES PLANNER/EVALUATOR II

Position Number

5310016

Starting Salary

\$45,441/Annually

Opening Date

February 8, 2019

Closing Date

Open Until Filled

How to apply?

A State Application, PD-107, must be submitted by 5pm on the closing date to:

Rutherford County DSS

PO Box 242

389 Fairground Road

Spindale, NC 28160

828 287-6283 Phone

Attn: Luann Hoyle Butler

FAX to: 828-288-3406

or email to

Luann.butler@rutherfordcountync.gov

Rutherford County provides eligible employees with a competitive benefits package including paid health and dental insurance, paid holidays, and other optional benefits.

Rutherford County DSS is **not** responsible for failure to receive faxed applications. Please take a moment to ensure your transmission was received.

Employee may be called upon in case of disaster, either natural or man-made, to serve the citizens of Rutherford County. This service, if required, will take precedence over duties described in this position vacancy announcement.

Selection Process

The selection process will include a structured interview. Applications will be reviewed; structured interview evaluations will be studied; educational and work experience histories will be considered. After careful evaluation of the above-mentioned criteria the appointing authority will appoint the applicant who in the judgment of the appointing authority is best suited for the position.

Position Responsibilities:

Maintaining the Social Services Continuous Quality Improvement/Quality Assurance Program for the Family and Children's Services Division. Daily work involves collecting data, interpreting data, providing technical assistance, consultation and training to staff and management on the interpretation of program data, quality indicators, and application of State and Federal program policy requirements. Work also involves developing assessment tools/data collection methods, and integrating these with social work practice and documentation in the mandated record management system in order to identify trends in service delivery strengths and weaknesses and specific compliance problems. This position is responsible for the timely recognition of service delivery/compliance issues, advising management and staff of incidents of non-compliance, developing continuous quality improvement and corrective action plans, and monitoring the results. This position supervises support/program staff. This position reports to the Social Work Program Administrator.

Knowledge, Skills, and Abilities

General knowledge of the principles and practices of public administration with more specific knowledge of the planning process; and of program areas to which assigned. Ability to communicate effectively with professional and administrative personnel; exercise judgment and discretion in applying and interpreting policies and procedures. Must have excellent written, verbal and written communication skills. Must be skilled utilizing electronic record management systems, spreadsheets, and evaluation methods. Ability to use correct spelling, punctuation and specialized vocabulary; ability to proofread; general knowledge of services provided by the agency and community resources; knowledge of all agency policies; ability to assume responsibility for highly confidential materials and paperwork; ability to work independently and prioritize work; ability to perform functions within allotted time frame; and ability to interact with consumers, other professionals, and the general public in a courteous, non-judgmental and professional manner. Thorough knowledge of Quality Assurance Program practices; planning and development of assessment tools and techniques. Ability to provide technical assistance, consultation to staff. Ability to exercise judgment and discretion in interpreting and applying quality standards, policies and procedures. Ability to communicate effectively with professional and administrative personnel. Be able to assess problems and coordinate resolutions.

Minimum Education and Experience Requirements

A master's degree in public or human services administration or a human services programmatic fields preferably with course work in human services planning and one year of experience in human service program planning or administration; or graduation from a four-year college or university and three years of administrative or consultative experience in a human service program; or an equivalent combination of education and experience.

Special Requirements

Copies of final transcripts from accredited school showing date degree awarded must be submitted with application. Must have a valid driver's license and be in compliance with the Rutherford County's insurance regulations. Must have access to a vehicle.

