Director of Human Services

City of Virginia Beach
The City of Virginia Beach is seeking a customer-oriented, results-driven leader to follow in the footsteps of its former visionary executive and to continue moving Human Services into the future.

**Things to love about living in Virginia Beach**
- 38 miles of beaches on the Atlantic Ocean and Chesapeake Bay with a vibrant, world-class resort
- Recognized as one of the best-managed cities in America
- AAA bond ratings from all three bond rating agencies (9 straight years)
- Low crime rate
- Nationally acclaimed public schools
- 265 parks covering more than 4,000 acres
- 7 public recreation centers and 10 public libraries

**Things to know about Virginia Beach**

**The City:**
Virginia Beach is the largest city in the Commonwealth of Virginia – population 452,000 – 41st largest city in the nation

**The Region:**
We’re part of the Hampton Roads region – population 1.8 million – 37th largest MSA in the nation

**Location, location, location:**
We’re conveniently located in the middle of the east coast – within a day’s drive of two-thirds of the U.S. population – 2 hours from Richmond – 3.5 hours from Washington D.C. – 3.5 hours from Raleigh – 7 hours from New York City

**Climate:**
Virginia Beach enjoys a moderate climate where winters are cool and snowfall is light. Summers are hot and humid; however, given the geographic location along the mid-Atlantic, the area is often north of many tropical storm tracks.

**Government:**
Virginia Beach is governed by a council-manager form of government. The legislative body consists of 11 City Council members, who appoint the City Manager to implement policies and act as chief executive officer of City administration.
The Department of Human Services consists of approximately 1,200 employees, supplemented by a cadre of temporary service professionals. With an annual budget of close to $122M, the Department of Human Services spans 63 programs across 31 facilities, in addition to programs and facilities offered in community settings. The department consists of four divisions: Behavioral Health Developmental Services, Social Services, Continuous Quality Improvement, and Business Administration.

Human Services partners with two community boards comprised of Virginia Beach citizens, department partners and clients. The Community Services Board and Social Services Advisory Board are tasked with ensuring accountability to community needs.

**Operating Statistics (projected 2019):**
- Number of individuals with developmental disabilities served at four intermediate care facilities: **47**
- Number of individuals served by Behavioral Health Emergency Services: **2,900**
- Number of admissions to Pathways to Recovery Center: **790**
- Number of juvenile offenders detained in temporary and safe custody: **350**
- Number of child protective service complaints investigated and/or assessed: **1,300**
- Number of households participating in the Supplemental Nutrition Assistance Program at year end: **18,000**
- Number of cases opened to the Temporary Assistance for Needy Families Program at year-end: **850**

**MISSION**

“The mission of the Human Services Department is to provide Virginia Beach citizens the opportunity to achieve the highest level of self-sufficiency, safety, and quality of life possible through an array of coordinated services delivered in a climate of dignity, respect, and accountability.”

**VALUES**

Deliver a person-centered customer service experience that is responsive, flexible, and meets the needs of the individuals we serve.

Develop an enthusiastically engaged, well-trained, highly satisfied workforce.

Hold ourselves and each other accountable to the highest standard of integrity.

Accept nothing short of excellence in our service delivery system, work environment and ourselves.

**FOUR PILLARS of SERVICE DELIVERY**

**Pillar of Potential:** Service Integration

**Pillar of Progress:** Access to Service

**Pillar of Promise:** Communication & Community Engagement

**Pillar of Enhancement:** Talent Acquisition & Development
Our most recent Director left the City to become the CEO of the Nebraska Department of Health and Human Services. She leaves behind a department that is strategically positioned to deliver and adapt to current and future human service needs. The Director of Human Services provides leadership and direction in the management, strategic planning, operations, and initiatives related to a full range of comprehensive behavioral health and social services programs.

The Director ensures the appropriate resources are made available to meet the social and financial needs of individuals and families. This position will also ensure children and adults are protected from abuse and neglect through the effective and proactive administration of programs including: Welfare-to-Work initiatives, Temporary Assistance to Needy Families (TANF), Medicaid, Food Stamps, Workforce Development/Employment, and Day-Care Assistance.

S/he directs programs to ensure disabled persons receive appropriate services in the community including: outpatient, medication management, day, residential, in-home, vocational, emergency, and case management services for children, adults and elderly citizens. The Director collaborates effectively with the faith-based and volunteer communities, other agencies, and government and business leaders to identify and manage gaps in services for citizens. S/he will provide staff support to the Community Services Board (CSB) and serve as the CSB Executive Director.

This position directs the proactive and effective administration of programs in Child Protective Services, Adult Protective Services, Foster Care and Adoptions, and Resource Development, as well as special programs such as the Fathers in Training Program, Mothers in Transition, Neighbor-to-Neighbor Mentoring Program, and the Youth Intervention Team.

The Human Services Director provides recommendations to the Deputy City Manager and City Manager on program/policy innovations, changes and enhancements; leads and serves on organizational initiatives/programs and assignments to support and address the quality of life and public safety issues that characterize community-based programming; and ensures federal, state and local regulations are met and appropriate accounting practices are followed in receiving federal and state reimbursements.

**COMPENSATION PACKAGE**

The Director of Human Services’ salary will be commensurate with candidate qualifications within the salary range of **$110,323-$169,374**. Directors also receive a $500 monthly car allowance and five (5) executive administrative leave days per year.
IDEAL CANDIDATE & PREFERRED QUALIFICATIONS

The ideal candidate will:

- Exemplify servant leadership
- Be a collaborative relationship builder able to form strategic partnerships within and external to the organization
- Be familiar with the role and importance of a Community Services Board, Social Services Advisory Board, or similar advocacy, advisory and/or review boards and commissions
- Possess a desire and ability to continue momentum in achieving goals of the strategic plan
- Have a demonstrated track record navigating highly sensitive and often contentious social issues
- Have knowledge of and be able to synthesize complex federal regulations and be able to apply and plan accordingly
- Possess an understanding of, and be able to predict potential barriers to success in human service programming
- Possess a MBA, MPA or master’s degree in social work, psychology or similar
- Have 12 years of relative experience, of which at least 5 years in senior leadership/executive role
- Have a proven track record of implementing innovative policies and practices, to include technology and process improvement
- Demonstrate excellent communication skills with an ability to express ideas and issues to a variety of audiences, from political policy makers to human service clientele
- Have a track record of providing clear expectations, promoting employee problem solving, offering guidance where needed, and recognizing efforts toward the common goal(s)
- Possess experience in a comparably sized municipality or Human Services Department
- Facilitate diversity, inclusion, continuous learning, and a constructive work environment for all employees
EMPLOYEE BENEFITS

- Paid Time Off (PTO)
- Maternity and Parental Leave
- 10 Holidays
- 3 Flexible Holidays
- Health, Vision & Dental Insurance
- Short- and Long-Term Disability
- Leave Donation Program
- Employee Assistance Program
- Wellness Program

- Life Insurance
- Virginia Retirement System
- Deferred Compensation
- Credit Union Membership
- Legal Resources
- Tuition Reimbursement
- Flexible Spending Account
- Health Savings Account
- Funeral Leave

“Anyone, anywhere, can make a positive difference.” – Mark Sanborn

HOW TO APPLY

Submit your cover letter and resume at www.vbgov.com/careers. Initial review of submittals will occur by May 5, 2019. Candidate information received after that date will only be considered if the candidate pool needs to be expanded.

Questions? Contact Monica Kopin at mkopin@vbgov.com or 757-385-1361

FOR MORE INFORMATION:

- City website: www.vbgov.com
- Human Services Strategic Plan can be found here.
- Human Services webpage can be found here.

The City of Virginia Beach is an Equal Opportunity Employer.