



COUNTY OF SUMMIT

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Department Director, Protective Services

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Position Details

Job Information

Appointing Authority	Summit County Children Services
Department/Division	Children Services
Full Time/Part Time	Full Time
Regular/Temporary	Regular
Work Schedule	Monday – Friday, hours may vary. Evening and weekend work may be required.
Job Description	The Department Director, Social Services supports the mission of the agency through the supervision of the services provided through the Protective Department. The incumbent directs the operations of the Protective Department to ensure the services are mission driven and in compliance with ODJFS mandates, OAC rules and agency policy/procedures. The Department Director, Social Services provides supervision to department supervisors and staff, and collaborates with other agency personnel and community providers to improve service delivery.
Required Qualifications	<p>Qualifications</p> <p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Education and/or Experience</p> <p>Master's degree in Social Work, Social Service Administration or Counseling with five (5) years of child welfare experience, and two (2) years child welfare supervision preferred.</p> <p>Bachelor's degree in Social Work, Counseling or related field with 10 years of child welfare experience, and five (5) years of child welfare supervision required.</p>
Preferred Qualifications	
Pre-Employment Testing Requirements	Criminal Background Check, Pre-employment Drug and Alcohol Testing
Work Environment	The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	<p>While performing the duties of this job, the employee is rarely exposed to outside weather conditions. The noise level in the work environment is usually moderate.</p>
Physical Demands	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this Job, the employee is regularly required to sit; use hands to manipulate objects; reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk.</p> <p>The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to ten (10) pounds, occasionally lift and/or move up to twenty-five (25) pounds and rarely lift and/or move up to fifty (50) pounds.</p> <p>Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.</p>
Licensing/Certification	<p>Licensed as a social worker (LSW, LISW or LISW-S) or counselor (PC, PCC) in the State of Ohio.</p> <p>Incumbent must possess a valid State of Ohio drivers' license and auto insurance as defined by Ohio Administrative Code (OAC) at all times.</p>
Additional Information	<p>Supervisory Responsibilities</p> <p>Incumbent directly supervises up nine (9) subordinate supervisors and up to two (2) subordinate employees in the Social Services department.</p> <p>Carries out supervisory responsibilities in accordance with the organization's policies, procedures and applicable laws. Responsibilities include interviewing, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.</p> <p>Other Qualifications</p> <p>Regular attendance is required. Incumbent must adhere to Agency policies regarding use of time off at all times.</p> <p>Incumbent is required to adhere to Agency rules & regulations and support the mission, vision & guiding principles at all times.</p> <p>Incumbent is required to travel to/from Agency meetings within the County and State as directed by the Executive Director and/or Division Director, and as required for job duties. Travel requires the use of a vehicle insured in the incumbent's name, unless a County-owned vehicle is secured. Personal vehicles must be in good working order and appropriately accommodate passengers as needed.</p>

Job Duties

Job Duty Name	Essential Job Duties and Responsibilities
	<p>Supervises and instructs department supervisors for the case carrying units within the Protective Department; assigns and reviews tasks and responsibilities; trains and evaluates work performance.</p> <p>Provides technical consultative assistance to staff.</p> <p>Conducts weekly meeting with department supervisors.</p> <p>Ensures case compliance with agency policies and procedures, as well as all federal, state and local requirements/regulations.</p> <p>Plans and directs departmental activities; sets department standards and goals; evaluates staff performance.</p> <p>Develops, recommends and implements programs, policies and procedures.</p> <p>Insures effective and timely implementation of ODJFS rules.</p> <p>Maintains department records and statistics; processes departmental paperwork and prepares reports as required/requested.</p> <p>Develops and coaches supervisory team; establishes and maintains consistent standards to support the agency's mission; mentors staff regarding professional behavior and best practice management of child protection cases.</p>

Description of Job Duty	<p>Consults with other agency departments; coordinates services with other agencies; manages departmental contracts.</p> <p>Interfaces with clients as needed and responds to client concerns raised formally or informally.</p> <p>Conducts and/or participates in All Staff, Divisional, Director and Management Team meetings</p> <p>Consults with Deputy Executive Director and/or Executive Director on critical decisions and unit activity; as well as personnel issues which may arise.</p> <p>Assist in the planning and development of departmental budget; works within established budget guidelines; understands and executes proper procurement procedures.</p> <p>Represents the agency in the community; serves on various community and/or State level committees as assigned.</p> <p>Serves as after-hour Administrator on Call when scheduled.</p> <p>Provides administrative oversight and conducts administrative reviews of case/placement issues and concerns.</p> <p>Participates in workgroups to complete special projects or goals assigned to the Social Services division.</p> <p>Participates in agency wide and community initiatives which support the overall mission of the agency.</p> <p>Other duties may be assigned.</p>
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Job Duties

Job Duty Name	Management Competencies
	<p>To perform this job successfully, an individual must demonstrate the following competencies:</p> <ol style="list-style-type: none"> 1. Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Reacts well under pressure. 2. Analytical – Collects data; Uses intuition and experience to complement data; Designs work flows and procedures. 3. Business Acumen – Understands business implications of decisions; Aligns work with strategic goals; Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources. 4. Change Management – Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results. 5. Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings. Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information. 6. Customer Service – Manages difficult or emotional client and employee situations; Responds promptly to client's/employee needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments. 7. Decision Making – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions. 8. Delegation – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results. 9. Dependability – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan. 10. Diversity – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce. 11. Ethics – Inspires the trust of others; Works with integrity and ethically; Upholds organizational

Description of Job Duty	<p>values; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.</p> <p>12. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.</p> <p>13. Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others’ attention.</p> <p>14. Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others’ ideas and tries new things; Approaches others in a tactful manner.</p> <p>15. Leadership – Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.</p> <p>16. Managing People – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates’ activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates’ skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.</p> <p>17. Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.</p> <p>18. Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules staff and their tasks; Develops realistic action plans.</p> <p>19. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.</p> <p>20. Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.</p> <p>21. Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization’s goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.</p> <p>22. Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.</p> <p>23. Strategic Thinking – Develops strategies to achieve organizational goals; Understands organization’s strengths & weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.</p> <p>24. Technical Skills – Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.</p> <p>25. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others’ views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed.</p> <p>26. Visionary Leadership – Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.</p> <p>27. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality.</p> <p>28. Quantity – Meets productivity standards; Completes work in timely manner; Strives to increase productivity.</p>
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Requisition Details

Requisition Details

Requisition Number	C/U - 0962018-P
Working Title	Department Director, Protective Services
Posting Type	External/Public Posting
Number of Vacancies	1

Advertised Salary	\$34.50 per hour minimum
Open Date	11/27/2018
Close Date	12/11/2018
Open Until Filled	No
Special Instructions Summary	

Supplemental Questions

Required fields are indicated with an asterisk (*).

- * Do you possess a degree or will you have one in the next 6 months in one of the following: Social work, Counseling, Psychology, Sociology, Criminal Justice, Human Development & Family Studies or Child & Family Studies?
 - Yes
 - No
- * Do you have a Master's degree?
 - Yes
 - No
- * Do you possess an LSW, LISW, LISW-S, PC or PCC?
 - LSW
 - LISW
 - LISW-S
 - PC
 - PCC
 - I do not have any licenses/certification listed above
- * How many years of child welfare experience do you have?
 - None
 - Less than 5
 - Between 5-9
 - 10 or more
- * Which best describes your supervisory experience?
 - None
 - Less than two years
 - Two years
 - Three years
 - Four years
 - Five years
 - Six or more years
- * Have you ever interviewed for employment or been employed at SCCS or Summit County? If yes, please give dates and explanations. If no, please enter "No"
(Open Ended Question)
- * Are you related to anyone on the Board of SCCS or anyone employed by SCCS or Summit County? If yes, please give name and relationship. If no, please enter "No"
(Open Ended Question)
- * Have you ever received services or been involved with Summit County Children Services or any other Child Welfare system? If yes, please give dates and explanation. If no, please enter "No"
(Open Ended Question)
- * What is your driver's license number? If you do not possess a driver's license, please enter "N/A".
(Open Ended Question)
- * Have your driving privileges ever been denied, suspended or revoked? If yes, please give dates and complete reasons. If no, please enter "No"
(Open Ended Question)
- * Have you been convicted of or plead guilty to any offense identified in the Ohio Administrative Code (OAC) 5101:2-5-09? If yes, please give offenses, dates and explanations. If no, please enter "No"
 - Yes
 - No
- * Do you currently use tobacco products?
 - Yes
 - No

Documents Needed to Apply

Required Documents

- Resume
- Cover Letter

Optional Documents

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