

LUCAS COUNTY JOB & FAMILY SERVICES

An Equal Opportunity Employer

POSITION DESCRIPTION

Class Title:	Deputy Director	Position Title:	Deputy Director of Child Support
Dept./Div.:	Child Support	Employment Status:	Full-Time
Reports To:	Director	FLSA /Status:	Exempt/Unclassified
Pay:	Salaried – Pay Grade Mgmt. 6		

JOB RESPONSIBILITIES: In addition to the following performs other related duties as required.

Serves as a member of the senior management team and the lead staff in overseeing the Lucas County Department of Job & Family Services, Division of Child Support. Directs the Division's work in establishment of paternity and court orders for child support, performance of enforcement activities, collection and distribution of child support to custodial parents, and investigations and appropriate referral of cases for willful non-payment of support. Ensures that the Division operates in the most efficient and effective manner in the delivery of services to the public, adhering to all applicable local, state and federal laws and regulations.

QUALIFICATIONS:

Bachelor's degree from an accredited college or university in social work, public administration, or other related discipline (master's degree preferred), plus eight (8) years of management experience; must possess experience that demonstrates the knowledge and abilities required to effectively and strategically administer a multi-departmental and complex area; must possess proficient computer skills including MS Word, Excel, and Outlook.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess and maintain a valid Ohio or Michigan driver's license and maintain a driving record that meets Lucas County insurability standards.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Provides strategic leadership in directing, planning, assigning, coordinating, monitoring and supervising all functions of the Division of Child Support, ensuring compliance with all applicable federal, state, and county mandates.
2. Develops, plans, and implements Divisional goals and objectives; directs, oversees and participates in the development of the Agency work plan by guiding the Division's managers; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods & procedures.
3. Regularly and timely informs and updates the Director of Job & Family Services regarding the Child Support Division's operational performance, challenges and success; advises the Director on a variety of issues and questions related to the Division; recommends to the Director new and revised program and Divisional goals, policies, procedures and methods; timely submits monthly reports to the Director, ensuring the accuracy of qualitative and quantitative data.
4. Coordinates Divisional activities with other Job & Family Services Divisions; represents and serves as the liaison to the courts, federal, county and state government child support enforcement agencies and associations; consults and cooperates with the state and advocacy groups on all aspects of child support services; maintains a high degree of cooperation with the state, community partners, county officials and other relevant stakeholders.
5. Provides direction to ensure that all departments are effectively aligned and coordinated; provides supervision, coaching and direction within assigned Division; demonstrates a commitment towards the development and accountability of staff.

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6. Analyzes management reports and operational data; works in coordination with the Deputy Director of Program Integrity & Compliance to conduct program audits, assessments and internal reviews to ensure compliance with federal and state laws, monitoring the quality and effectiveness of programs.
7. Determines staffing needs; responsible for the hiring, training, supervising, coaching and directing of staff within assigned Division; consults with departmental staff in responsible area where advice or assistance is required or requested, resolving problems as needed; demonstrates a commitment towards the development and accountability of staff; provides regular review and appraisal of employees' performance.
8. Conducts regularly scheduled divisional meetings for information sharing, training, planning and problem resolution; responsible for ensuring the flow of accurate and timely information occurs for assigned area of responsibility.
9. Demonstrates strong leadership and accountability in carrying out the mission and values of the Agency; actively and constructively engages staff at all levels of the organization in identification of problems and solutions.
10. Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

1. In the absence of the managers assigned under the Deputy Director of Child Support, serves as the lead staff in guiding and working with front line supervisors.
2. Works with the Director in establishing and nurturing a culture that fosters a commitment to the Agency's mission and core values; demonstrates leadership behavior consistent with the mission and core values; fosters and supports a culture of fiscal and operational integrity.
3. When appropriate, attends meetings of city, county, state and national organizations which advance the purpose and mission of LCDJFS Division of Child Support.
4. Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES: necessary to perform duties (* indicates developed after employment).

Knowledge of: Public/governmental administration and operations preferable in a child support program; pertinent local, state and federal laws, rules and regulations; organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs; principles and practices of organization, administration and personnel management, management practices and procedures; principles of supervision, training and performance evaluation; managing automation efforts including the direction of systems development and operational efforts.

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Skill in: Management, supervision and coaching of staff; operation of personal computer; analyzing problems and developing and implementing solutions; delegating responsibility; utilization of computer applications (e.g. designing spreadsheets); written and oral communications; developing and implementing applicable programs.

Ability to: Develop and implement strategic and long-range operational goals of the Child Support Division; interpret and apply county, state and federal policies, procedures, rules and regulations; analyze and implement program mandate; uphold the highest standards of operational integrity; manage and motivate staff; develop and foster professional relationships at the local and state level; collect, analyze, and interpret data; prepare and maintain accurate documentation; communicate effectively; delegate tasks; foster a team approach within the Division.; ability to make sound judgment in the absence of direct instructions.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.

Automobile, personal computer, standard office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS: For purposes of ORC 4167.

None.
