

**JFS Program Director- UM Director (2450-12)**

**Deadline to Apply:**

February 22, 2021

**Work Location:**

Hamilton County Job and Family Services  
222 East Central Parkway  
Cincinnati, OH 45202

**Work Hours:**

80 Hours Bi-Weekly

**Starting Salary:**

\$ 66,060.80

NOTE: Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: [Inventory of Criminal Offenses Ruling Out Consideration for Hire](#). Convictions from this list may disqualify a candidate for employment with HCJFS.

**Requirements (Education, Experience, Licensure, Certification):**

- Bachelor's degree in social work, psychology, law, or related field;
- Five (5) year's work experience in the child welfare system or social service agency; including experience leading and supervising an organization

**POSITIONS SUPERVISED:**

JFS MGR-CHS, Serv Improvement Specialist, Program Specialist,

**KNOWLEDGE, SKILLS AND ABILITIES:** (\*Indicates can be developed after employment)

- Knowledge of:** Project management, strategic planning, operations; leadership and supervision; mentoring practices; education; public relations; interviewing techniques; community resources; agency and/or community counseling programs and services specific to area\*; federal and state regulations governing service delivery\*; grant writing and fund-raising practices; HCJFS PC systems and applications; office practices and procedures; agency policies and procedures.
- Skill in:** independent judgment; case management; child welfare clinical decision making, program evaluation and outcome management
- Ability to:** define problems, collect data, establish facts and draw valid conclusions; utilize critical thinking skills in decision making; prepare and deliver speeches before specialized audiences and general public; make independent judgments; handle sensitive telephone and face-to-face inquiries and contacts with general public and government officials; function as team member, be creative, and be willing to take appropriate risks; exercise sound judgment and discretion; appropriately delegate tasks and projects; communicate effectively both orally and in writing; calculate decimals, fractions and percentages; work well under

pressure; work cooperatively with peers, subordinates and supervisors.

**AGENCY-PREFERRED QUALIFICATIONS:**

- Advance degree in education, social work, psychology, law, or related field;
- Three (3) year's work experience in the child welfare system, social service agency, or education related field; including experience leading and supervising an organization
- Proven ability to analyze, organize and synthesize data to monitor results and enhance decision making.
- Experience with developing strategic plans and success measures, experience with collecting and using data to make strategic and operational decisions.

**PHYSICAL and/or MENTAL REQUIREMENTS:**

- Working at a computer extensively for eight (8) hours or more per day
- Remain in a stationary position for extended periods of time

**HAZARDOUS and/or WORKING CONDITIONS:**

- None

**BACKGROUND CHECKS REQUIRED:**

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- SACWIS
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years,
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI

**Job Duties (Summary):**

- Assists the Children's Services Assistant Director(s) in providing leadership to strengthen collaboration between community providers and Children's Services; Coordinates, manages and implements partnerships, community based programs and procured in-home services at the request of the Assistant Director; Makes recommendations regarding a multi-system approach to contractual and community services ensuring a comprehensive continuum of care with quality services consistent with established standards for Family First Prevention Services Act (FFPSA) to safely reduce the overall number of children in HCJFS custody and congregate care settings; Promote permanency and support prevention efforts; Assists in strengthening collaboration between child welfare and community service systems to improve outcomes; Serves as the children services liaison regarding behavioral health and multi-system youth partners with demonstrated expertise in critical thinking, objectivity, and independent judgment.

- Develops, implements, evaluates and maintains systems/procedures to improve program practice, decision-making, efficiency, effectiveness and quality; Develops a realistic, achievable and reasonable program evaluation process with a systematic approach to evaluating, the program process, goals/impact and outcomes; Actively engages internal and external stakeholders in a variety of methods including needs assessment, barrier identification, enhanced culturally responsive services and interventions; Ensures equity, addresses implicit bias ensuring JFS and the provider community is responsive to customer needs; Acts as a catalyst for identified program change and innovation; Studies existing processes and develops a program process plan to identify current workflow steps, highlighting efficiencies and inefficiencies impacting the outcomes; Program impact should validate the desired customer outcomes and ensure achievement of set targets; Acts as a liaison between JFS and cross-system partners in implementing strategies; Develops and implements assigned program scopes of work and process objectives, contract(s), or procedures for program services including establishing working relationships with providers, serving as the contact person for those providers, reviewing service performance, serving as the program consultant to provide technical expertise for providers, etc.
- Develops goals and numerical outcome success measures that reflect the mission and strategies; Reviews existing provider performance-based measures built into JFS contracts and aligns measures with mission goals and strategies; In collaboration with internal JFS staff and providers, develops new measures. Works collaboratively with providers to develop a consistent, reliable and accurate data collection mechanisms; establishes workflows to capture the data points and data collection process; Utilizes and optimizes Managed Care Partnership (MCP) database information and improves provider documentation; Explores MCP functionalities to include qualitative/quantitative outcome measure data points, service monitoring and outcome reports; Identifies gaps in MCP functionalities and work towards solutions; Work closely with key partners and stakeholders in the development and review of outcome data measurement and associated local and state reports. Conducts surveys, focus groups, stakeholder interviews as part of data collection process. Develops an ongoing feedback mechanism to ensure quality workflows/process/systems remain in place.
- Provides direct supervision to Utilization Management supervisory staff and oversight of Utilization Management (placement) team. Works collaboratively with program staff and Mental Health Recovery Services Board to ensure consistent decision making guided by validated level of care tools, early identification, and access to behavioral health services and timely assessment; Ensures coordination of care that promotes CFSR outcomes for placement stability, achievement of case plan goals, wellness, and permanency for children in care; Ensures adequate trauma informed mental/behavioral health assessment of children, timely access to medical assessment and care upon placement; Develops appropriate oversight mechanism for medication and mental/behavioral health management. Maintains quality and safety standards for out of home care providers that optimize protection, wellness; preserves and safeguards connections with family.
- Collaborates with Contract Services, Fiscal, Children's Services leadership and other JFS teams to ensure quality of service for purchased services, including developing scopes of service, monitoring tools and schedules, participating in ongoing and scheduled program evaluations, preparing reports and critiques, developing and implementing recommendations for improved services, etc.
- Attends conferences and training.
- Performs other related duties as assigned.