

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Job Title: Program Administrator; Community Engagement, Recruitment and Program Development

Department: Children Services Board
Reports To: Executive Director
Positions Supervised: 4
FLSA Status: Exempt
Bargaining/Non-Bargaining: Non-Bargaining

JOB SUMMARY

Under the general supervision of the Executive Director, serves as the Community Engagement, Recruitment, and Program Development Administrator. Drives community engagement, ensuring accountability and transparency, and leading efforts to develop innovative programs that support permanency for children and families in our county.

ESSENTIAL JOB FUNCTIONS:

- Cultivates and maintains collaborative relationships with community stakeholders, including schools, faith-based organizations, businesses, and civic groups.
- Champion DEI initiatives within the agency and the broader community.
- Develops and implements strategies to promote diversity, equity, and inclusivity in all aspects of our work, including policy development, service delivery, and workforce representation.
- Collaborates on community-wide initiatives, advocacy efforts, and awareness campaigns to promote child safety, family well-being, and permanency.
- Leads recruitment efforts to attract and retain dedicated professionals committed to our mission of serving children and families.
- Develops recruitment strategies, oversee job postings, and coordinate outreach activities to attract top talent.
- Drives initiatives to recruit, train, and support foster parents who provide safe and nurturing homes for children in our care.
- Organizes recruitment events, conduct informational sessions, and establish partnerships with local organizations to expand our pool of foster families.
- Serves as the agency's Ombudsman, acting as a neutral intermediary to address concerns and complaints from clients, staff, and community members. Facilitate resolution processes, conduct thorough investigations, and implement corrective actions as needed to uphold accountability and fairness.
- Advocates for the timely and appropriate permanency planning for children in the Agency's custody.
- Collaborates with internal and community stakeholders to identify and overcome barriers to permanency, ensuring that every child has a safe, stable, and permanent family.
- Conducts comprehensive needs assessments to identify gaps and emerging needs within our community.
- Utilizes data analysis, stakeholder feedback, and community input to inform the development of targeted programs and services.
- Leads the design and implementation of innovative programs aimed at enhancing child welfare outcomes, supporting family reunification, and promoting permanency.
- Collaborates with internal teams, community partners, and subject matter experts to pilot new interventions, evaluate outcomes, and scale successful initiatives.
- Develops and delivers training programs to enhance the skills and competencies of staff, foster parents, and community stakeholders.
- Provides ongoing support, resources, and professional development opportunities to build capacity and ensure the success of our programs and initiatives.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

- Manages Community Engagement department unit supervisors who supervise employees in the Community Engagement department
- Responsible for the overall direction, coordination, and evaluation of all Community Engagement Department services units
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Oversees planning, assigning, directing and evaluating the work of the Community Engagement department.
- Addresses complaints and resolves problems originating in the Community Engagement departments

COMPETENCIES

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses acumen and work/professional experience to complement data; Designs workflows and procedures.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **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. Is solution-focused and not blame-centered.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Client Service** - Manages difficult or emotional client situations; Responds promptly to client needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **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.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Actively participates in meetings.
- **Written Communication** - 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.
- **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.
- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **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.
- **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.
- **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.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Is available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies client feedback (internal and external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to efficiency; Demonstrates knowledge of public administration principles; Aligns work with strategic goals.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.
- **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; values a diverse workforce.

- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **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.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Judgment** - 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.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **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.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - 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.
- **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.
- **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.

MINIMUM REQUIREMENTS TO PERFORM WORK:

- A Master's degree in Public Administration or Social Service-related field required
- Three to five years of supervisory experience in a social services-related field is preferred
- LISW-S or LSW licensure preferred.
- Valid Ohio driver's license, state minimum automobile insurance, and car available at all times is required

KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience in a variety of Public Children Service Agency program areas is desired,
- Experience in training and teaching of adults is recommended.
- Strong interpersonal communication and team building skills are required, along with organizational skills and dedication to the mission of protecting children.
- An ability to work cooperatively with persons across disciplines, both within and outside the agency is necessary. The ability to be sensitive yet assertive is important for this position.
- Knowledge of state and agency rules, policies, and procedures pertaining to child welfare regulations. Experience in accreditation process preferred.
- Ability to prepare accurate and meaningful reports and statistics.
- Ability to relate to and engage agency staff and community.
- Experience in training and group techniques preferred.
- Working knowledge of personal computer to create, edit/revise, store and purge documents using windows-based applications and state data systems.

PHYSICAL DEMANDS:

- Operate a personal computer, copier, scanner, printer, fax machine, calculator, and telephone.

- Incumbent performs generally sedentary work within an office environment, which may require lifting up to thirty (30) pounds occasionally.
- Physical activities include walking, talking, and listening; use hands to finger, handle, feel or operate standard office equipment; lifting; standing; reaching and repetitive motions.
- Incumbent performs work where the seeing job is close to the eyes, reading computer screen and written documents.
- Work under stress of fixed deadlines while meeting demand for service or information.

WORK ENVIRONMENT:

- Incumbent works primarily inside with minimal exposure to adverse environmental conditions.
- Occasional local and out-of-County travel for training and meetings.

I have received a copy of the Position Description and have read and understand its contents. I acknowledge that this Description is a representation of the major duties and responsibilities of the position.

Employee Signature

Date

Supervisor (or HR) Signature

Date