



*"People to match our mountains"*  
BUNCOMBE COUNTY, NORTH CAROLINA

## Buncombe County, North Carolina is seeking a Health & Human Services Director.

*The community* boasts unparalleled aesthetic beauty in tandem with established and ever growing cosmopolitan amenities. With a population of nearly 260,000 people and spanning 660 square miles, Buncombe County is the perfect intersection of mountain charm and creature comforts. Asheville is the county seat, and there are five other municipalities as well as a diverse mix of unincorporated areas. Here you'll find a unique mix of urban and rural communities, all a short drive from cities such as Charlotte, Atlanta, Knoxville, and more. Buncombe is known for its natural beauty and is surrounded by multiple national parks. An evening drive on the Blue Ridge Parkway is an unforgettable scenic trip with breathtaking views of our majestic mountains.



More than 225 years old, Buncombe County was home to many indigenous towns primarily occupied by the Cherokee People, but was also home to other indigenous cultures like the Catawba People. Buncombe County has compiled an impressive roster of historically notable visitors and residents such as George Vanderbilt, E.W. Grove, Thomas Wolfe, F. Scott Fitzgerald, Nina Simone, Roberta Flack, and others whose imprints are scattered throughout the county. The iconic Biltmore House is the country's largest privately owned residence, still owned by George Vanderbilt's descendants and receives more than one million visitors every year.



Buncombe County is home to two innovative public school systems, charter schools, a community college with diverse offerings, private colleges, and the University of North Carolina at Asheville.



Whether it be venerable institutions or up-and-coming businesses, Buncombe County has the infrastructure, outdoor amenities, and quality of life that continue to attract top-notch talent from around the world.





## **The Position: Health & Human Services Department Director**

Buncombe County is hiring for our Health and Human Services Department Director. This position supervises our largest department and has a significant impact on our community's health and wellbeing. This department has an FY25 Budget of \$98.4 Million and is supported by 599 full-time equivalents (FTEs). Department functions include: Public Assistance (Economic Services), Public Health, Social Work Services, and Veterans' Services.

Our HHS Department's purpose is to strengthen our communities by advancing health, safety and opportunity. Learn more about this department here: <https://www.buncombecounty.org/Governing/Depts/HHS/Default.aspx>

This position is posted until filled, with a first review of candidates beginning on Thursday June 20, 2024. If you are interested in the position, apply today!

### **Purpose of the position:**

The primary purpose of this position is to plan, organize and direct the County's Health and Human Services functions, under the general supervision of the County Manager, to ensure quality services are delivered in a timely manner and in compliance with all local, state, and federal regulations, statutes, and mandates. HHS delivers mandated Public Health and Social Services to the citizens of Buncombe County along with Veteran Services, Aging Services, and Behavioral Health coordination.

### **Minimum Education, Training and/or Experience (required at time of hire):**

Master's degree in Social Work, Public Health or related field and seven (7) years of experience in the management and direction of a department relevant to the assignment; or an equivalent combination of education and experience.

**Essential functions of the position:**

- Provide leadership and direction for program development, establishing program standards and monitoring and evaluating quality of equitable service delivery systems; supervise budget activities, maintain direct involvement in conflict/complaint resolution, staffing and personnel issues and serve as the principal spokesperson for the department relative to program issues.
- Oversee financial activities of the department; prepare, justify, manage, and present the annual budget, deliver mandated programs/services, assure efficient and effective operations, build cultural competency, and assure compliance with all applicable federal, state, and local laws/policies and rules, manage risk mitigation, and assure the highest level of professional standards and respond to the current and anticipated needs of the community.
- Represent the department with government officials, other human services providers, and a variety of advocacy groups to influence the decision-making process to insure adequate resources for program maintenance and expansion and the delivery of comprehensive services.
- Personnel/Team Management to ensure a competent workforce: Hire, develop, counsel and evaluate performance including exceptional customer service; provide feedback and disciplinary action as needed; develop and maintain a positive teamwork environment including evaluating and promoting employee morale; provide effective and timely communication.
- Serve as the Secretary to the County HHS Board as defined in GS 153A-77.
- Direct the implementation of long-range strategic plans, departmental goals, policies, procedures, and business practices consistent with the county's strategic plan and provide the highest level of analysis and recommendation.
- Provide leadership and direction to management, professional, and support staff through direct and indirect supervision to ensure continued development with a focus on the delivery of superior service and adherence to established policies, procedures, and standards; champion continuous improvement, including devising new strategies, training and development opportunities to ensure staff is sufficiently knowledgeable and dynamic regarding protocols and performance expectations.
- Ensure departmental compliance with federal, state, and local laws, regulations, policies, and procedures.
- Direct the preparation and implementation of the department's annual operating budget and capital budgets consistent with program goals and objectives; identify, obtain, and manage funding from grants and community partners as needed and participate in the interpretation, management, and enforcement of contracts and grants within the department.
- Establish and maintain working relationships with both internal and external stakeholders; convene and participate in recurring and specialized meetings and committees including workshops, interagency task forces, special projects and community groups representing the department and providing for knowledge transfer and exchange.
- Prepare and present reports to County leadership, boards, commissions, other governmental agencies, and community groups including the presentation of findings related to executive and elected officials' requests for research and information.
- Receive, respond to, and resolve confidential and sensitive inquiries; investigate complaints and recommend corrective actions as necessary.
- Perform special projects and other related duties within area of responsibility as assigned.

**Knowledge, Skills, and Abilities:**

- Knowledge of the legal and philosophical basis for public health, social work, and public assistance programs.
- Knowledge of principles and practice of HHS.
- Knowledge of budget/finance, management principles, techniques, and practices.
- Knowledge of the agency's organization, operation and objectives and applicable federal and state laws, rules, and regulations.
- Knowledge about and ability to carry out all mandates of the General Statutes as well as knowledge of the practice modalities, values, and skills of the social work profession.
- Ability to exercise sound judgment in analyzing situations and making decisions; direct employees and relationships with the public and with federal, state, and local officials.
- Ability to direct and organize program activities and/or business functions; to establish goals and objectives that support the strategic plan; to identify problems, evaluate alternatives, and implement effective solutions; to develop and evaluate policies and procedures; to prepare reports; to communicate effectively; and to supervise the work of others.
- Knowledge of computer systems, databases, and spreadsheet use to ensure department efficiency.
- Ability to analyze data, identify trends, and deliver proposals that are clear, engaging, data-based, accurate, and aligned with Buncombe County's strategic goals.
- Possesses leadership and excellent team management skills. Outstanding communication and interpersonal skills, including experience working directly with users and collaborating across internal teams to deliver complex projects.

**In order to uphold internal pay parity and equity, salaries are non-negotiable for new and current Buncombe County employees. All new employees are paid according to their years of relevant education and experience above minimum requirements for the position and employees have the opportunity to obtain pay increases via cost of living increases and promotions.**

**Department:** Social Services - Admin

**Location:** Asheville, NC

**Job Posting End Date:** Open until filled, with a first review of candidates beginning on Thursday June 20, 2024.

**Hiring Range:** \$119,446.02 - \$146,819.10

**Compensation Pay Range:** \$119,446.02 - \$185,141.33

**Compensation Grade:** 3015

**Posted Internally and Externally**

Buncombe County Government realizes the importance of a diverse professional workforce and the need to foster a responsive and innovative organizational culture, one that fully engages all of our employees, honoring and building on each employee's unique experiences, opinions, and perspective.

It is the policy of Buncombe County to provide equal employment opportunities (EEO) to all persons regardless of race, color, religion, sex, national origin, political affiliation, physical or mental disability, age, veteran status, genetic information, sexual orientation, gender identity or any other legally protected class under federal or NC State law. In addition, Buncombe County expressly prohibits any form of workplace harassment or discrimination.

Applicants for employment are invited to participate in the affirmative action program by reporting their status as a protected veteran or other minority. In extending this invitation, we advise you that: (a) workers (applicants) are under no obligation to respond but may do so in the future if they choose; (b) responses will remain confidential within the Human Resources Department; and (c) responses will be used only for the necessary information to include in our affirmative action program. We are an organization that values diversity. We actively encourage women, minorities, veterans and disabled employees to apply. Refusal to provide this information will have no bearing on your application and will not subject you to any adverse treatment.

To apply, visit [buncombecounty.org/careers](https://www.buncombecounty.org/careers)

