



MECKLENBURG COUNTY IS SEEKING AN ECONOMIC SERVICES DIVISION DIRECTOR

ABOUT THE COUNTY

Mecklenburg County is home to approximately 1 million residents and the City of Charlotte. With 6.9 million residents within 100 miles, Mecklenburg County and Charlotte lie in the heart of a region that is the sixth largest urban area in the United States. Mecklenburg County has the largest population of any county in the State of North Carolina. The County includes the City of Charlotte; towns of Cornelius, Davidson, and Huntersville (north of Charlotte); and the towns of Matthews, Mint Hill, and Pineville (south and southeast of Charlotte). Mecklenburg County is the most populous county between Atlanta, Georgia and Washington, D.C. In fact, between 2005 and 2015, the metropolitan region's population growth rate averaged 2.6 percent.

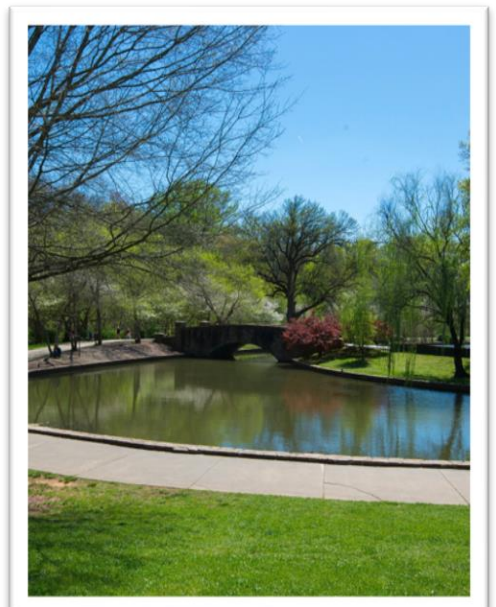
Over the last decade, Mecklenburg County has attracted a large and growing number of people from around the country and the world. As a major hub for American Airlines – one of the country's largest airlines – it is easy to get to Mecklenburg County.

This access has helped attract several Fortune 500 and 1000 companies that bring millions of investment dollars into the local economy. With a world-renowned park and recreation system, a range of professional and minor league sports teams, and diverse communities, people who come to Mecklenburg County find an energized downtown and a variety of living options.

The North Carolina Constitution gives residents of all counties the right to elect a Board of County Commissioners (BOCC). Since 1994, Mecklenburg County has been governed by a nine-member BOCC with six members elected by districts and three elected at-large. The BOCC appoints a County Manager who is the CEO of the organization. For more information about Mecklenburg County, please visit the County website at MeckNC.gov

Mecklenburg County provides an environment where you can touch and enrich lives everyday in countless

ways. It's not just a place to work – for some, it's an opportunity to serve their neighbors and make a difference in their community. For others, the role they take on fulfills a lifelong pursuit in an area of study. Whatever the reason you choose to work for the County, there is an opportunity for personal growth, professional development, and to truly make a difference in people's lives.



DEPARTMENT OVERVIEW

Mecklenburg County's Department of Community Resources (DCR) connects individuals and families with immediate access to a wide range of Health and Human Services programs and community partner services offered through Community Resource Centers across the County. The department is committed to strengthening the community by ensuring that basic needs are met with efficiency, dignity, and care.

The department is dedicated to strengthening Mecklenburg County by ensuring the basic needs of individuals and families are met.

Our Mission is to strengthen individuals and families, promote health and wellness, and build community.

Our Vision is a supportive and thriving community where every individual and family has access to the essential resources necessary for safety, physical and emotional health, education, and financial stability.

Our Values guide our work and include **Professionalism & Integrity, Respect & Compassion, and Responsibility & Accountability.**

1. Community Resource Centers Division (CRC): CRCs feature an integrated service delivery approach by offering services from County Health and Human Services Agency Departments and select community partners at a single location.

Locations:

Valerie C. Woodard (VCW)
Ella B. Scarborough (EBS)

2. Child Support Services Division (CSE): CSE works to enhance the quality of life for children and families through efficient and timely provision of child support services.

3. Economic Services Division (ESD): ESD administers essential eligibility programs that support individuals and families in meeting their basic needs. This includes Food and Nutrition Services (FNS/SNAP), Medicaid, Work First, and Energy assistance programs.

4. Economic Mobility Division (EMD): EMD aims to improve economic mobility for Mecklenburg County's residents through several workforce development programs.

5. Business Operations Division: Delivers comprehensive operational management for the department. Core functions include data analytics, communications, financial services, contracts, budget support, performance management, and mail services.

Additional information regarding the Department of Community Resources can be found here: [DCR.MeckNC.gov](https://www.dcr.mecknc.gov)

Ella B. Scarborough Community Resource Center



Valerie C. Woodard Community Resource Center



ECONOMIC SERVICES DIVISION

The Economic Services Division administers the following eligibility programs:

- **Food & Nutrition Services (FNS/SNAP):** Food and Nutrition Services, also known as the Supplemental Nutrition Assistance Program (SNAP), is North Carolina's program that helps households with limited income and resources to access nutritious food.
- **Medicaid:** The North Carolina Medicaid program provides essential health insurance coverage for eligible low-income individuals, including adults, children, pregnant women, seniors, and people with disabilities.
- **Work First Family Assistance (TANF):** Work First provides temporary cash assistance to families with children when parents or responsible relatives are unable to meet the family's basic needs.
- **Energy Assistance:** These programs offer seasonal or year-round energy and utility support to help residents maintain essential services.
 - **Crisis Intervention Program (CIP)** is a year-round program that helps individuals and families experiencing a heating or cooling crisis, including life-threatening or health-related emergencies. To qualify, residents must meet income guidelines, be responsible for the utility bill, provide their account number, and show proof of income. Assistance is available year-round or until funds are depleted.
 - **Low-Income Energy Assistance Program (LIEAP)** is a federal program that assists households with their home heating needs. You do not have to be behind on your energy bills to take advantage of this one-time, direct vendor payment in the amount of \$300, \$400, or \$500. Residents must meet the income guidelines, be responsible for the bill, and provide their account number and show proof of income

CANDIDATE PROFILE

POSITION SUMMARY

The Economic Services Director will lead the Economic Services Division (ESD), which employs approximately 700 employees and has fiscal oversight of approximately \$75 million budget. The ESD Director reports to the Deputy Director of the Department of Community Resources. The incumbent provides leadership in assigned organizational and program initiatives as well as guidance and direction to the ESD Management team, which the incumbent directly supervises along with other assigned support staff.

ESSENTIAL FUNCTIONS

- Performing strategic planning initiatives.
- Ensures Federal, state, and local policy, rules, and regulations are followed.
- Provides oversight and direction for implementation of programs/services.
- Coordinates within the department across divisions.
- Represents the division County-wide and to the Commissioners.
- Leads legislative initiatives.
- Has line authority over a division.
- Makes decisions on the day-to-day operations of the division.



MINIMUM QUALIFICATIONS

EXPERIENCE:

- Four or more years of supervisory or management-level experience in a social services or human services agency.
- Minimum of eight years of directly related experience with progressively responsible management experience and two years of management experience.

EDUCATION:

- Master's degree in social work, psychology, public administration, health services administration, or a human service-related field.
- Bachelor's degree in a related field.



EQUIVALENT EXPERIENCE FOR EDUCATION ACCEPTED? Yes

LICENSES AND CERTIFICATIONS:

- Valid NC or SC driver's license and the ability to obtain and maintain a County Operator Permit.

PREFERRED QUALIFICATIONS:

- Knowledge of federal and state policy related to the delivery of public assistance programs. Demonstrated ability to implement large-scale change to improve service delivery in a social service setting.
- Considerable knowledge of principles and practices of public assistance and fiscal management in a public human services organization.
- Considerable knowledge of Economic Services Programs including Food and Nutrition Service, Energy Assistance Programs, Work First, and Medicaid.
- Demonstrated leadership experience in driving organizational change and employee development.
- Demonstrated leadership experience in building effective partnerships and collaborations in social services delivery.



KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

- Considerable knowledge of principles and practices of public assistance and fiscal management in a public human services organization.
- Considerable knowledge of Economic Services Programs to include Food and Nutrition Service, Energy Assistance Programs, Work First, and Medicaid.
- Demonstrated leadership experience in driving organizational change, and employee development.
- Demonstrated leadership experience in building effective partnerships and collaborations in social services delivery.

SKILLED IN:

- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Talking to others to convey information effectively.
- Adjusting actions in relation to others' actions.

ABILITIES:

- Building Strategic Work Relationships – Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- Aligning Performance for Success – Focusing and guiding others in accomplishing work objectives.
- Strategic Decision Making – Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.
- Formal Presentation – Presenting ideas effectively to individuals or groups when given time to prepare; delivering presentations suited to the characteristics and needs of the audience.
- Leading through Vision and Values – Keeping the organization's vision and values at the forefront of associate decision making and action.

- Moderate noise is typical for the work environment for this job.

REASONABLE ACCOMMODATIONS STATEMENT:

- To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily.

Reasonable accommodation may be made to help enable qualified individuals with disabilities to perform the essential functions.

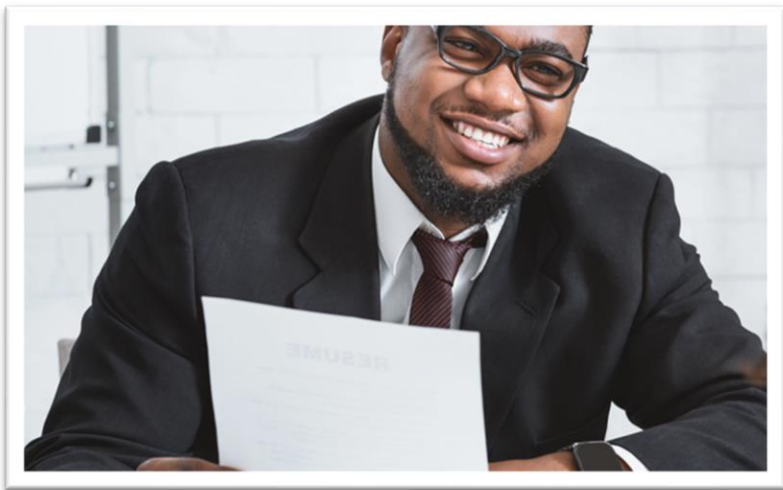


COMPENSATION & BENEFITS

A competitive salary based on experience will be offered for the Economic Services Director position with generous benefits. Benefits include medical, dental, vision care, flexible spending accounts, short- and long-term disability as well as basic and supplemental term life insurance. The selected candidate will be automatically enrolled into the North Carolina Local Government Retirement System upon their employment. In addition, there is optional participation in one of two deferred compensation plans, a 457 Plan or 401(k) Plan, with a 5% match from the County.



APPLICATION & SELECTION PROCESS



Qualified candidates, please submit your resume online by visiting our website at [Careers.MeckNC.gov](https://careers.mecknc.gov)

Resumes will be screened in relation to the criteria outlined in this brochure. Selected candidates will be invited for an interview.

For more information, please contact:
Jahmara.Marchman@MeckNC.gov

Mecklenburg County is an Equal Opportunity Employer and values diversity at all levels of its workforce. Visit the Mecklenburg County website at: [MeckNC.gov](https://mecknc.gov)

