



# Madison County Vacancy Announcement

## Community Services Director

### Position Summary:

The Community Services Department oversees Madison County's programs related to aging, transportation, nutrition, in home aide services, veterans' services, and other related areas. The Community Services Director is responsible for creating and implementing a long-term vision for the department, supervising and training staff, completing various state and federal reports, coordinating assessment of services, forecasting and monitoring program budgets and contract agreements, performing administrative and monitoring duties for reimbursement of services, developing contracts with community and other organizations, implementing systems to support department programs; and providing documentation of the services and activities performed. The department consists of approximately 30 employees, with direct supervision of the In Home Aide Social Worker, the Transportation Coordinator, the Senior Center Coordinator, the Administrative Specialist, and the Veterans Service Officer. This employee reports directly to the County Manager. This position is exempt under the Fair Labor Standards Act.

The position is open until filled. Submit a North Carolina State Application (PD 107) with a cover letter to Madison County Human Resources. To obtain an application, visit <https://www.madisoncountync.gov/employment-opportunities.html>. Applications will be accepted at the Madison County Finance Office, 107 Elizabeth Ln., Marshall or mailed to: Madison County Human Resources, PO Box 579, Marshall, NC 28753. Applications will also be accepted via email to [hr@madisoncountync.gov](mailto:hr@madisoncountync.gov).

Madison County Government is an Equal Opportunity Employer.

### Essential Functions:

- Develops departmental goals to improve services to populations served and ensures implementation of goals, working with department staff, advisory committees, the county manager, and Board of Commissioners.
- Oversees employee recruitment, selection, supervision, and discipline within the department, in consultation with county Human Resources Director.
- Develops internal procedures and processes for the programs under federal, state, and local guidelines.
- Provides required training and coordinates the work of program staff.
- Prepares and coordinates budget requests for the supervised programs.

- Monitors expenditures and revenues; recommends necessary adjustments to the budget.
- Processes and monitors required program records and reports.
- Monitors and reviews program contracts and informal documentation of collaboration.
- Prepares required reports and data for various funding sources, assures accurate records are maintained to request reimbursement.
- Seeks funding for additional services including grants and fundraising opportunities.
- Performs quality assurance duties. Establishes and monitors service targets for all programs in the department.
- Maintains appropriate records and files for staff, programs, and clients served.
- Coordinates promotion and marketing of department services, including newsletters, news releases, paid advertising, outreach activities, and other forms of communication.
- Performs related duties as required or assigned by the county manager.

**Education:**

Bachelor's degree in human services, public administration, or a closely related field, Master's degree preferred. Three years of experience in a human services setting preferred. Experience in budget and staff management preferred.

**Knowledge, Skills, and Abilities:**

- Thorough knowledge of social, economic, and health needs of senior citizens.
- Thorough knowledge of community services and programs for senior citizens.
- Thorough knowledge of budget, personnel, and related administrative policies and procedures and ability to explain and implement them in work unit.
- Knowledge of the principles and practices of public information and public relations programs.
- Ability to communicate effectively in oral and written forms.
- Ability to train, supervise and evaluate employees.
- Ability to design and implement programs and services for seniors, caregivers and the community at large.
- Ability to interpret written and numerical data.
- Ability to exercise judgment and discretion in working with clients, providing services, and implementing public information and public relations activities.
- Ability to establish and maintain effective working relationships with employees, older adults, families, community agencies, governmental agencies, and the general public.
- Ability to operate office equipment, including personal computer, calculator, etc., efficiently and effectively. Thorough knowledge of word processing software, spreadsheets, and other software tools.

**Physical Requirements:**

- Must be able to physically perform the basic life operational functions of talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift objects.
- Must possess the visual acuity to work with data and figures, operate a computer terminal, and do extensive reading.

**Requirements:** Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. Must possess a valid North Carolina Driver's License.

**Salary:** \$45,000-\$57,000, depending on qualifications. This position comes with a benefits package including: paid health insurance; dental, eye and other supplemental insurance available, paid sick time, paid vacation time, and paid holidays.