

Social Service Department – Deputy Director Children and Family Services

BACKGROUND: The Deputy Director of Children and Family Services is responsible for overseeing the county's child welfare and protection services and support area. This leadership role ensures the safety, well-being, and permanency of children in the community who are at risk of abuse, neglect, or exploitation. The deputy director will manage a multidisciplinary team of social workers, case managers, and other professionals, ensuring compliance with state and federal laws, county policies, and best practices in child welfare. This position is tasked with ensuring each unit within the division is in compliance with statutory regulations, meeting budget expectations, while being innovative and forward thinking. This deputy is also expected to understand how disproportionality impacts the child welfare and child protection system in Ramsey County as well as understand the pressure and gaps in service delivery and the opportunities for improvement. This deputy is expected to lead with Ramsey County's mission and values at the forefront and demonstrate an understanding of the counties work to reduce disparities of communities with the most disparate outcomes and will work closely with providers in the community, advocacy groups and service recipients.

NATURE OF DUTIES:

Operational Management. Delegate and execute work; develop and implement infrastructures and systems that support service delivery; manage and maintain regulatory and best practice standards; evaluate outcomes and use data to inform decision making.

- Lead the division in planning and operational leadership to key initiatives, advancement of strategic goals and management of critical incidents.
- Provide high level oversight of division wide projects that intersect with other divisions, departments, and service teams.
- Ensure compliance with statutes and laws required for service delivery.
- Monitor and evaluate operations and project activities of assigned service areas.
- Develop processes for continuous quality improvement related to operations.
- Oversee complex and sensitive operational and program service delivery design or redesign planning projects, including research and analysis.
- Track and implement relevant legislative changes, determine projected impact of new or revised state and federal legislation and community factors to assure budget and program planning is consistent with the changing environment.
- Develop and maintain division capacity to adapt to changes that support responsible and responsive service delivery.
- Oversee and manage the budget for the Child Welfare and Child Protection Units, ensuring resources are used efficiently and effectively.
- Seek and manage grant funding to support program initiatives and expand services.
- Analyze financial reports to ensure expenditures align with program priorities and county goals.

Leadership & Strategic Oversight: Lead and manage the child welfare and child protection services division, setting strategic goals to improve outcomes for children and families and by supporting the overall vision of the Social Services Department and the overall vision, mission, and goals of Ramsey County. The current vision set forth for the Children and Family Services Division is partnering with

families and the community to keep children safe and at home. This includes advancing racial equity by identifying strategies to reduce barriers that create disparities, advocate for and implement change.

- Oversee the implementation and enforcement of county policies related to child protection, welfare, foster care, and support programs.
- Build and maintain partnerships with local schools, law enforcement, healthcare providers, courts, and nonprofit organizations to coordinate services and support families.
- Collaborate with other county departments, including mental health, juvenile justice, and public health, to ensure comprehensive services for children and families.
- Engage in public outreach and education on child welfare issues and advocate for needed resources to enhance service delivery.
- Represent the county in local, state, and federal child welfare policy discussions and community engagement activities.
- Meet with elected officials, state partners and advocacy groups to influence policy decisions or to explain the policies, procedures, and practices of the department.
- Represent the County and Department before the news media, community agencies, and state officials to explain County policies, procedures, and services.
- Prepare reports and presentations for executive leadership summarizing projects, program progress and proposed program needs and gaps.
- Meet regularly with County Board members and County Board committees on matters relating to the division. I.e. County courts meeting.
- Develop division wide strategy leadership development and leadership enhancement.
- Uplift staff and program successes.
- Oversee responses to resident questions, concerns, grievances, and inquiry ensuring inquiries are resolved in a timely and responsive manner.
- Ensure adherence to program policies, procedures, and standards regarding quality improvement, customer service, patient access, productivity, confidentiality, management of electronic medical records and billing.

General Administration.

- Understand the division budget, read, and review reports related to the budget and propose adjustments.
- Provide supervision, training, and mentoring to staff, ensuring high-quality service delivery and staff morale.
- Conduct regular performance evaluations and support professional development opportunities for staff.
- Ensure staff adhere to ethical standards, confidentiality regulations, and county procedures.
- Track and approve operational expenses within budget guidelines.
- Grant management and compliance oversight.
- Create, analyze, and present data and reports.
- Address and manage performance concerns.
- Lead programs with a focus on those who have the highest disparities within Ramsey County
- Work collaboratively with labor unions.
- Monitor program goals and objectives.

- Collaborate with other deputy directors on projects.
- Collaborate with the Deputy Director and other management to develop program and organizational goals and budgets.
- Analyze performance measures.
- Directly supervise division managers.
- Lead meetings as appropriate.