

State of Washington
Dept. of Social and Health Services
invites applications for the position of:



CSO Administrator (WMS 2) (CS38) 01678

SALARY: \$66,000.00 - \$87,780.00 Annually

OPENING DATE: 02/18/14

CLOSING DATE: 03/03/14 05:00 PM

DESCRIPTION:



Washington State Department of
Social and Health Services



Transforming Lives

Our Vision:

Safe, healthy individuals, families and communities

Our Mission:

Transforming Lives

Our Values:

Honesty and Integrity ♦ Pursuit of Excellence ♦ Open Communication
Diversity and Inclusion ♦ Commitment to Service

The Department of Social and Health Services (DSHS), Economic Services Administration (ESA), Community Services Division (CSD), is recruiting to fill one (1) CSO Administrator for the Aberdeen CSO.

DUTIES:

SCOPE OF JOB

This position has administrative responsibility for the delivery of public assistance programs to serve individuals and families in need including WorkFirst, Temporary Assistance for Needy Families (TANF), Aged, Blind or Disabled (ABD) cash assistance, Housing and Essential Needs (HEN) Referral, Food Assistance Benefits, and Social Services.

MAJOR RESPONSIBILITIES

- Directs all aspects of the Aberdeen Community Services Office (CSO) to ensure that residents of Grays Harbor County receive financial benefits, food assistance and social service support available through numerous, complex state and federally-funded programs in a timely, accurate, culturally appropriate and respectful manner.

- Accountable for effective management of the CSO operational budget and approximately 30 Primary CSO Full Time Employees (FTE), in addition to building management of collocated DSHS staff. This Administrator also has lead responsibility for, and works closely with the Branch Office Administrators of, Branch Offices located in the Mason County (Shelton) and Pacific County (South Bend and Long Beach).
- Independently manages and oversees the implementation of programs and policies within the Community Services Office. Responsible and accountable for program results and effective utilization of physical, financial and personnel resources.
- Recruit, hire, train, evaluate, and develop supervisors and staff; support the State's goal for a diverse workforce.
- Primary Department representative for labor/management relations as provided in the collective bargaining agreement. Administers local application of the collective bargaining agreement.
- Participates in policy and procedural development, strategic plans, and the management of resources to ensure delivery of WorkFirst, financial, medical, and social service programs at the state and local level.
- Interprets and implements broad departmental policy for all programs.
- Coordinates the delivery of services offered by the Department with local government, community leaders, elected officials and service providers in the community.
- Manages CSO budgets and is accountable for expenditures.
- Evaluates facility needs and manages facility operations to ensure efficient and safe operations for staff, collocated partners and customers.
- Coordinates services and works closely with two federally recognized local tribes-The Quinault Indian Nation and the Shoalwater Bay Tribe.
- Must be able to travel within the State of Washington.

QUALIFICATIONS:**PREFERRED QUALIFICATIONS**

- A Bachelors Degree in social work, health or social science, public administration or a related field and four years of managerial experience in the service delivery field either in program or line management and/or equivalent years of work experience. Equivalent experience may substitute year-for-year for required education.
- Ability to manage a culturally diverse environment.
- Competency using word processing, spreadsheets, presentations and email software.
- Knowledge of federal, state and department regulations governing statewide public assistance services and operations.
- Knowledge of management principles, strategic planning, budget development and fiscal accountability.
- Demonstrate effective verbal and written communication skills with a diverse audience including community partners, organizations, stakeholders, and agency staff.
- Knowledge of the legislative and rule making process.
- Ability to assess, plan, and implement organizational effectiveness for short-term and long-term strategic goals.
- Ability to establish and maintain positive relationships with peers, subordinates, elected officials, stakeholders, media, and the public.
- Ability to interpret statutes, rules, regulations and statewide operational policies.
- Ability to provide organizational leadership to support staff creativity, innovation and process improvement.
- Ability to use independent judgment to analyze, prioritize and make critical decisions in a high-volume, results-oriented environment where outcomes come under scrutiny by the public and Legislature.
- Working knowledge of Union Management basic agreements, laws, rules and regulations governing public welfare, affirmative action and equal opportunity.

- Knowledge of project management principles and practices, including experience developing and managing a project plan.
- An accessible, inclusive leader and team builder with a track record for bringing diverse groups together and developing consensus.
- Ability to facilitate and negotiate with multi-size groups to ensure positive outcomes.
- Experience working within a political environment and history of working collaboratively with a broad spectrum of stakeholders, including state and local elected officials, other state agencies, local governments, tribal leaders, community-based organizations, and advocacy groups.
- Understanding of the DSHS Mission, Values, and Strategic plan.

SUPPLEMENTAL INFORMATION:

Initial screening will be based solely on the information contained in your application packet. Those interested in this position may apply by completing the online application and attaching the following documents into the attachments section of your application:

- Resume
- Letter of Interest (specifically addressing the qualifications listed in this announcement)
- Three References (to include a peer, manager, and one other professional reference)

The Washington State Department of Social and Health Services is an equal opportunity employer and does not discriminate on the basis of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons requiring accommodation in the application process or this job announcement in an alternative format may contact the recruiter at (360) 725-5825. Applicants who are deaf or hard of hearing may call through the Washington Relay Service by dialing 7-1-1 or 1-800-833-6388.

If you have questions on this recruitment, please contact Anthony Distefano at 360-725-5825 or email: distear@dshs.wa.gov

If you have specific questions regarding this position (CS38), you may contact Sandy VanMeter at 360-482-3531 or email: VanMeCC@dshs.wa.gov