



*THE ALAMEDA COUNTY DEPARTMENT OF CHILD SUPPORT
INVITES YOU TO APPLY FOR*

DEPUTY DIRECTOR OF CHILD SUPPORT SERVICES

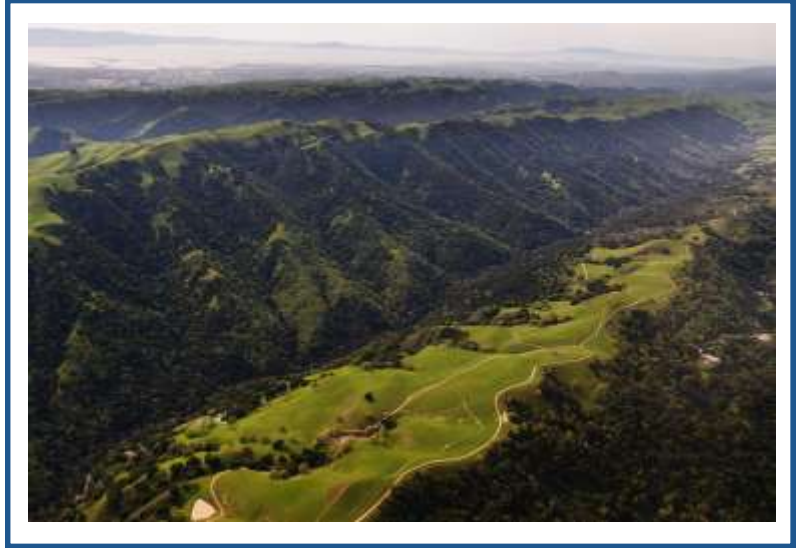
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**Alameda County
Department of Child Support Services**

THE DEPARTMENT OF CHILD SUPPORT SERVICES

The Department of Child Support Services operates the County's local Child Support Enforcement Program. The Department locates absent parents, establishes paternity, obtains and enforces child support orders and distributes child support collections via the State Distribution Unit. These services are provided to applicants and their children and all recipients of CalWorks and foster care grants. The department has 207 full time employees and a budget of close to \$29 million. The department is organized into functional silos that serve to align program objectives and goals to systems, policies and procedures, work-load, and staff resources. The department is staffed with professional, administrative, para-professional, technical, and clerical staff and is currently organized into the following functional areas: Administration; Performance, Training and Technology; Intake/Pre-Order; Court Support; Post-Order; Client Services; and Office Support.



Services

California Family Code § 17000 et seq and State regulations mandate that the Alameda County Department of Child Support Services provide a variety of child support related services including:

- Location of non-custodial parents
- Establishment of paternity, child support, and medical support orders
- Enforcement of child support and medical support orders
- Modification of child support orders
- Collection and distribution of child support payments to families; and complaint and formal hearing processes

Vision Statement

To deliver excellent service to the families of Alameda County while fostering an innovative work environment.

Mission

Our Mission is to establish paternity, medical and child support orders and to collect child and spousal support payments in an efficient and cost effective manner while maintaining the respect and dignity of the public we serve.



Goals and Objectives 2016-2017

Within the framework of a Family Centered Services approach and through cross functional collaboration and education, to increase the number of children served by obtaining timely and appropriate Court Orders and to increase the percentage of families receiving full child support payments every month, ensuring that all appropriate enforcement tools are utilized within required timeframes. In FY 2015, total child support collections were \$78,649,020.00.

THE COUNTY OF ALAMEDA

Alameda County, located on the east side of San Francisco Bay, is California's seventh-largest county. The County employs 9,080 full-time employees and operates on an annual budget of \$2.3 billion. Oakland, the County seat, is California's eighth largest city. One and a half million people call Alameda County home and live in a variety of incorporated cities, unincorporated communities and rural areas. As a major urban county, Alameda provides a full range of services to its citizens. The County is a blend of culturally and ethnically diverse communities, and its mixture of cosmopolitan and suburban areas provides the perfect environment for families and their active lifestyles. The County offers extensive cultural resources, countless recreational opportunities and an array of fine public and private colleges and universities.

THE POSITION OF DEPUTY DIRECTOR

The Deputy Director of Child Support Services supports the Director in the formulation and implementation of departmental policies and procedures and assists the Director in the day-to-day operations of the department by effectively planning, organizing and implementing programs to improve the effectiveness and customer satisfaction of Child Support Policies and Processes.

Qualifications include a Bachelor's degree from an accredited college or university with a major in public or business administration or a closely related field and either four years of full-time increasingly responsible professional experience in a governmental organization and three years of supervisory experience in the area of child support enforcement or a closely related field (four additional years of supervisory experience in the area of child support may be substituted for the degree), or seven years of professional management experience at the level of Program Manager, Deputy Director, or Director, supervising professional level staff, in a governmental organization.

Special Requirement: A thorough background investigation, including fingerprinting will be conducted of all candidates who have accepted a conditional offer of employment to ensure they are suitable for Child Support related work. A felony conviction will be a disqualifying factor.

THE IDEAL CANDIDATE

The Ideal Deputy Director of Child Support Services will have a demonstrated history which includes the following requirements for success:

- A solid leader who manages work groups by inspiring and advising subordinates, facilitating goal accomplishment and tracking and evaluating performance to ensure success.
- Thorough knowledge of Federal and State programs, civil and criminal laws, decisions, opinions, regulations and performance measures applicable to the exceptional delivery of Child Support Services including, the establishment, modification, and enforcement of child support orders, analysis and management of automated systems and principles and practices involved in collection procedures.
- A strategic thinker, who can assist in the development of long-term goals and identify the best methods for achievement.
- An advocate and champion of diversity who promotes its value and optimizes opportunities to seek out ideas, opinions, and insights from all perspectives.
- An eloquent and persuasive communicator, able to inspire confidence and build support within and outside the organization.
- A self-directed problem-solver with high standards for quality and a strong commitment to public service.
- An approachable and politically astute leader with a style that quickly fosters trust, loyalty, respect, commitment and partnership.
- A visionary who combines ideas in unique ways and can explore situations from multiple perspectives while quickly calculating risks and initiating action to achieve a recognized benefit; a track record of developing innovative programs.
- A creative manager who can leverage staff resources to meet business needs in an efficient and cost effective manner
- The ability to manage a variety of complex projects while charting a course of action that effectively and efficiently assists the organization in fulfilling its goals and objectives.
- A collaborator, consensus builder and team player who maintains and cultivates successful working relationships with a multitude of individuals and organizations.

COMPENSATION AND BENEFITS

Alameda County offers a competitive compensation and benefits package. The annual salary range for the position is from \$142,771.20 to \$196,996.80 annually based on qualifications and experience. The County also offers an attractive management benefits program with the following elements:

- Retirement Plan covered by the 1937 Act
- Management Benefits Cafeteria Plan
- Health and Dental Insurance
- Life/Accident Insurance
- Paid Vacation & Sick Leave
- Management Leave (up to 7 days annually)
- Holidays (11 paid holidays; 4 floating holidays)
- Dependent Care Salary Contribution Plan
- Deferred Compensation Plan

APPLICATION PROCESS

Applications will be accepted on-line at: acgov.org/hrs
The last day to file an application will be 5:00pm on 5/9/16

Interested candidates can apply for this position by submitting an application on-line at: acgov.org/hrs by 5:00pm on 5/9/16. Applications will be evaluated throughout the recruitment process. The best qualified applicants (based on a review of the supplemental questionnaires) will be invited to an oral interview which will likely contain a situational exercise. Interviews are tentatively scheduled for the week of June 20, 2016.

SUPPLEMENTAL QUESTIONS

1. Describe your experience, including the dates of that experience (month/year to month/year), with strategic planning, strategic process management, and/or improving program performance. Please provide a specific example of time when you implemented or used strategic planning.
2. Describe your experience, including the dates of that experience (month/year to month/year), in the interpretation of complex legislation, policies, and regulations as related to a child support program, as well as your experience and management approach with regard to the practical application of legislative and policy requirements to new and difficult legal, administrative, and operational problems.
3. Describe your experience, including the dates of that experience (month/year to month/year), and management approach to maintain effective working relationships, including the development and maintenance of collaborative work groups and working across different functional areas within an organization. Tell us about a specific time when you have leveraged your working relationships to accomplish a goal.
4. Describe your experience, including the dates of that experience (month/year to month/year), developing and presenting ideas and proposals to large and small groups. In your description of your experience, include your technical experience speaking in front of groups, communicating in a large group setting, leading presentations, and building consensus around ideas/proposals.
5. Describe the most complex Child Support project you have been responsible for implementing (include the dates of that experience (month/year to month/year) and the employer). Describe the specific steps you took to plan, develop, implement, and evaluate that projects success.

ADDITIONAL INFORMATION

Should you have any questions regarding this recruitment feel free to contact:



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