

THE CITY OF CHARLOTTESVILLE, VIRGINIA



IS SEEKING A DYNAMIC, INNOVATIVE  
AND PROGRESSIVE LEADER TO SERVE AS

**Director of  
Human Services**



## The Community

The City of Charlottesville is located in West Central Virginia, approximately 120 miles southwest of Washington, D.C. and 70 miles northwest of Richmond, Virginia. Situated within the upper Piedmont Plateau at the foothills of the Blue Ridge Mountains and at the headwaters of the Rivanna River, Charlottesville was established as a town in 1762 by the Virginia General Assembly and was incorporated as an independent city in 1888. As a result of eight annexations, the most recent of which was in 1968, the City is 10.4 square miles.



Charlottesville serves as the economic, cultural, and educational center of a multi-county region. In 1981, the United States Census Bureau recognized the Charlottesville area as a Standard Metropolitan Statistical Area (SMSA). The SMSA includes the City of Charlottesville and the counties of Albemarle, Fluvanna, Greene, and Nelson. In 2017, the population of the City was estimated to be approximately 49,000 and the Charlottesville SMSA population of over 200,000.

Charlottesville was the home of two U.S. Presidents, Thomas Jefferson and James Monroe. During their terms as Governor of Virginia, they lived in Charlottesville and traveled to and from Richmond. The University of Virginia, founded by Jefferson and one of the original Public Ivies, straddles the city's southwestern border. Monticello is three miles southeast of the city and is, along with the University of Virginia, a UNESCO World Heritage Site, attracting thousands of tourists every year.

The City has ample health care resources. The University of Virginia's Health Sciences Center provides world renowned medical research, health care, and training. Martha Jefferson Sentara Hospital has a well-regarded comprehensive women's health center, oncology center, and a strong community focus.

Whether you are looking for an outdoor adventure such as hiking, biking, paddling, and camping, or you prefer fine dining, shopping or the arts, the unique and picturesque experience of Charlottesville is sure to win you over. Its scenic beauty, brick-lined Downtown Mall, and wine choices from 30+ local orchards and vineyards in the region are bonuses to a charming yet innovative community. Popular annual events include the Dogwood Festival, First Night Virginia, the Virginia Film Festival, the Virginia Festival of the Book, the Tom Tom Founders Festival, the Festival of Cultures, the African-American Cultural Arts Festival, among many others that occur throughout the year. The City has received many notable awards and recognitions and is consistently at the top of everyone's "best lists" including the "Best Place to Live in America" and "Best Small Cities in the U.S."

## City Government

The City operates under the City Manager/Council form of government. The City of Charlottesville voters elect a five-member Council to serve at-large as the City's legislative and governing body. Members serve staggered four-year terms, and they select one Councilor to serve as Mayor and one as Vice-Mayor for two years. Municipal elections are held in November in odd-numbered years. The Mayor presides over meetings, calls special meetings, and serves as the ceremonial head of government. The City Council appoints the City Manager, Director of Finance, City Assessor, Clerk of Council and members of major policy-making Boards and Commissions. Council makes policy in the areas of city planning and finances, human services, public safety and justice, public utilities, and transportation and has specific powers to pass ordinances, levy taxes, collect revenues, adopt a budget, make appropriations, issue bonds, borrow money, and provide for the payment of public debts. Administrative and executive duties are performed by the City Manager. Three Deputy City Managers assist the City Manager in the operational and financial aspects of all City functions, coordinate interdepartmental activities and assist with assignments relating to the racial diversity, equity and inclusion, planning, direction, control, evaluation of the operations and programs of the City Government, relations with City Council, and the coordination of the City's operating and capital improvement budgets.

Charlottesville is an engaged community with a variety of citizen advisory groups, commissions, task forces, and ad hoc committees, which assist the City Council by studying specialized areas of interest and making recommendations for Council action. These range from the Planning Commission and the BAR to the Parks and Recreation



Commission. As noted, civic engagement is a strong value in the City of Charlottesville. The City government continually creates venues for all citizens, with a special emphasis on those who are traditionally under-represented in civic processes, to become involved. This commitment to inclusive civic engagement ensures that social equity is built into the development of public priorities and policies.

The City is a full-service city with approximately 993 full-time staff, and FY 2021-22 General Fund operating budget of \$190 million, and an FY 2022-26 Capital Improvement Plan budget of \$121 million. The FY 2021-22 budget reflects the continued delivery of high-quality governmental service that citizens, businesses, and visitors rely upon daily within the constraints of the current economy. As an independent City, Charlottesville does not have the same boundaries as nor is subject to taxation by any county and is not liable for any county debt. The City is financially stable and has a AAA bond rating.

## The Department of Human Services

The Department of Human Services (DHS) was created in 2010 and includes all the foster family and community-based services of the Community Attention Programs and a variety of human services program and initiatives. The Department provides services and programs that improve and support the resiliency, health and well-being of youth, families and community organizations. Human Services also assists the local service provider community with long-range planning and system coordination, as well as ensuring the investments made by City Council in human service organizations meet Council's vision, values, and expected outcomes. The Department currently operates with around forty-five full-time employees, in addition to part-time and seasonal employees, and an FY2021-2022 operating budget of approximately \$6.5 million.

- **Community Attention Foster Families (CAFF):** Is a system of foster families for individuals from birth to age 21 in Charlottesville, Albemarle, and surrounding counties with the ability to accept emergency placements and provide long term foster care leading to permanency.
- **Community Based Programming:** Teens GIVE is a Service-Learning, Character Education and Life Skills training program placing children ages 9–18 in relationship-based community agencies and volunteer projects. Supervised volunteer activities are supplemented with services that include mentoring, tutoring, character education, case management, counseling, reflection, and recreational activities. Family & Adolescent Check-up provides timely feedback to parents for improved family relationships, reducing the need for out-of-home placements.
- **The Community Supervision Program:** Provides case management, counseling, assessment, diversion, and supervisory services for community-based youth. The program implements individual and group counseling services to teach adolescents life skills.
- **Summer Community Attention Youth Internship Program (CAYIP):** Operated by Community-Based Services, this program is for City of Charlottesville youth ages 14-18. The program teaches workplace readiness skills and provides participants with an opportunity to work in a variety of job settings including City Departments, non-profits, local businesses, and the City schools.
- **Charlottesville Youth Council:** In 2012, City Council established a permanent Charlottesville Youth Council. This group of 17 young people advises Council, informs the community about issues that affect youth, and makes recommendations on how they feel Charlottesville can be a better city.
- **Coming Home to Work:** Is a partnership between the City of Charlottesville, Offender Aid & Restoration (OAR), and local businesses to assist individuals disadvantaged by criminal history with entering the workforce. OAR provides case management, workplace readiness training and recruits local businesses willing to provide employment opportunities. During this paid work program, participants gain valuable



## Director of Human Services Profile

The Director of Human Services directs, organizes, and administers the programs and services of the Department of Human Services, including but not limited to foster care family recruitment and supervision, family self-sufficiency, youth opportunity coordination, and a variety of community-based programs serving youth and their families. This role requires the incumbent to have the ability to work closely with people from diverse backgrounds and the ability to build consensus on solutions to human service challenges in our community using an anti-racist, equity-focused and trauma-informed/person-centered lens.

The Director works in tandem with a Deputy Director, in the oversight of staff, programs, and services. In addition, serves as a City representative/liaison on a number of local and State boards, coalitions, and committees. The Director will uphold the department's practice philosophy, values, and mission which includes centering clients and delegating responsibilities, embracing resilience and a growth mindset, applying a strengths - based and solution focused approach, and remaining accountable to the people we serve in our pursuit of social justice and antiracism. Position reports to the Deputy City Manager of Racial Equity, Diversity and Inclusion.

### Specific Duties and Responsibilities

- Participates as an integral member of the City's Leadership Team, collaborating closely with all departments to imagine, develop, and guide vision and strategy across functions and departments;
- Oversees the effective and efficient delivery of human services programs for the City;
- Works with, establishes, and maintains strong working relationships with community and state partners, and service consumers in ascertaining and delivering effective and efficient human services while fostering collaborative opportunities;
- Plans, organizes, and directs through delegated staff departmental operations including but are not limited to foster care family recruitment and supervision, and a variety of community-based programs serving children, families, and residents;
- Establishes department strategies and objectives. Monitors and evaluates the effectiveness and efficiency of service delivery methods and procedures with an antiracist focus; recommends and implements staffing changes to ensure the delivery of excellent and efficient services;
- Measures and reports on outcomes focused on equity and resilience;
- Secures resources for programs, supervises the preparation of grant applications, plans and coordinates the implementation and evaluation of programs;
- Reviews policies, rules and procedures and implements changes in the interest of improving departmental operations;
- Enforces local, state and departmental rules, regulations, and procedures;
- Ensures the investments made by City Council in human service organizations meet their vision, values, and expected outcomes;
- Acts as a liaison to and/or works to advance the work of a variety of local and State human service planning organizations working in the following areas including but not limited to juvenile justice and detention, adult offender re-entry, public housing, human rights, un-housed individuals, mental health, community health, workforce development, aging, and others as determined by the City Manager;
- Serves on the Comprehensive Services Act Community Policy and Management Team;
- Provides direct oversight and management or through a designee to the Youth Council and other similar community grants and initiatives;
- Responsible for complex fiscal management, including Federal, State, and local funding streams and budgets for the department. Advocates for financial resources through various allocation committees and grant opportunities. Defends program expenditures, monitors financial operation, certifies departmental payments;
- Maintains extensive contacts with numerous local social service agencies, attends professional meetings, local and state committees, local, regional, and national conferences and assists in developing plans for improving and coordinating services of community resources, gives talks, interprets programs, regulations, procedures and explains services and eligibility requirements and procedures;

- Empowers senior department staff by providing leadership, inspiration, motivation, professionalism, and guidance to staff; guides to resolve issues and conflicts that surface using trauma-informed/person-centered methods that support equity. Directs leadership staff in the preparation of reports, recommendations, and presentations;
- Provides management and guidance to staff, including training, performance evaluation, professional development, discipline, and dismissal, subject to applicable City personnel policies and procedures;
- Maintains and fosters a positive workforce culture that honors diversity, equity, and inclusion. Understands, supports, and acts in adherence to the department's antiracist mission and vision;
- Performs related tasks as required.

## Education, Experience and Skills

### Education:

- A Bachelor's Degree in a field related to human and social welfare from an accredited college or university is required. A master's degree is preferred.

### Experience:

- At least 8 to 10 years of increasing responsible administrative management experience in a human/social services agency.

**Knowledge, Skills and Abilities:** Comprehensive knowledge of principles and methods of administration, including planning, directing, and personnel and fiscal management; Comprehensive knowledge of human behavior essential to working effectively with individuals and groups; Comprehensive knowledge of current social, economic, adolescent and health programs; Comprehensive knowledge of social welfare administration; Comprehensive knowledge of federal, state and local human services policies and programs, and the laws on which they are based; Demonstrated commitment to anti-racism and the advancement of equity in an organization; Ability to plan, organize and direct a large staff of professional and nonprofessional employees; Ability to plan to analyze complex data; Ability to develop and implement comprehensive courses of action and strategic planning; Ability to express complex ideas effectively, orally and written; Ability to establish and maintain effective working relationships with officials, employees, community agencies, the public and various community officials; Ability to engage, inspire, and instill trust at all levels, creating a climate in which people are motivated to best achieve departmental goals and objectives; Strong facilitation skills.

## Compensation and Benefits

The hiring salary will be between \$100,000 and \$135,200 annually, dependent on education and experience level of the candidate. The City offers an outstanding program of employee benefits, including the option of participation in a Defined Benefits or Defined Contribution Retirement Plan. The opportunity to live and work in one of the most dynamic, challenging and culturally rich communities in the United States is an added benefit for the successful person. Reasonable relocation assistance will be available.

- **Medical Benefit:** Medical insurance is available through Aetna. Employees can choose from 3 options. Employee premium costs are based on plan selection. Spouse and dependent coverage is available but the cost of the premium is not subsidized. Coverage is effective on the first of the month following date of hire. Plan options and costs are determined each fiscal year and are subject to change.
- **Dental Insurance:** Provided through Delta Dental at no cost for employee only coverage. Spouse and dependent coverage is available but not subsidized.
- **MetLife Vision Insurance:** The City's medical insurance through Aetna covers an eye-exam. Additional optional coverage under MetLife is available and participation is voluntary. The cost depends on the selected coverage type, employee only or dependent coverage.
- **Life Insurance:** The City provides basic term life insurance in an amount equal to two times your annual salary. The City pays the premium. You may also purchase additional life insurance.
- **Cancer/Accident/Disability Insurance** is available for purchase.

- **Vacation and sick leave** are accrued on a monthly basis. Vacation accrual is based on length of service. City executives have a beginning accrual rate of 3 weeks per year of service. Accrual is on a per pay period basis. All employees accrue 4.62 hours of sick leave per pay period. In addition, you will have immediate access to 20 hours of discretionary leave that you can use for any purpose. Employees who leave employment with the City are eligible to receive compensation for any unused vacation time up to the maximum accrual limit. There is no cash compensation for unused sick leave. However, employees participating in the City's defined benefit retirement plan can convert a percentage of their unused sick leave for additional service credit.
- **Holidays:** City employees receive 14 paid holidays per calendar year (13 observed, 1 floating).
- **Flexible Spending Accounts** for health, dependent care, and transportation/parking expenses.
- **Educational Assistance:** The City currently will pay up to \$1,200 per fiscal year towards undergraduate, or up to \$2,000 towards graduate level courses, for courses taken at approved institutions that qualify as career development. Funds are approved at the beginning of the fiscal year.
- **Retirement Plan Options:** You may choose one of two retirement plan options offered by the City: Defined Benefit or Defined Contribution. The Defined Benefit Plan pays a monthly benefit for life at retirement based on your years of credited service and your average compensation while you are working at the City. Employees contribute 5% of base salary to this plan. With the Defined Contribution Plan, an account is established on your behalf and your account grows through contributions from the City and earnings from investments you select. The defined benefit requires 5 years of service to vest. Vesting in the Defined Contribution plan is immediate. The City makes contributions to both plans. The contribution rate to the Defined Contribution plan for executives is 19.5% effective July 1, 2021.
- **Long Term Disability:** The City provides long term disability insurance at no cost. If unable to work due to illness or injury, the plan replaces 60% of your basic monthly earnings up to a maximum of \$6,000 per month. There is a 90-day elimination period.
- **A Deferred Compensation Plan (457):** Participation is voluntary. The employee on a pre-tax basis makes all contributions. ICMA is the administrator for the City's plan.
- **Employee Assistance Program.** Program is confidential & available to employees & family members at no cost.

## Application and Selection Process

Applications for the position must be submitted online at [www.charlottesville.gov/jobs](http://www.charlottesville.gov/jobs). Resumes will not be accepted in lieu of a completed online application. Please also submit with your online application a cover letter, résumé, and five (5) professional references. The application deadline is January 21, 2022 at 5pm EST.

Following the closing date, applications will be screened based on the criteria as described. Candidates with relevant qualifications who are identified as best qualified based on their provided information will be contacted to schedule preliminary interviews. The candidate pool will then be narrowed further, based on the preliminary interviews, to the next stages of the process including but not limited to additional interviews and background inquiries.

*The City of Charlottesville is an Equal Opportunity Employer and Values Diversity at all Levels of its Workforce.*

