

# DEPUTY DIRECTOR OF HUMAN SERVICES

Broward County, FL



## THE COMMUNITY

Bordering Southeast Florida's Atlantic coastline, Broward County is the eighteenth most populous county in the nation and the second largest in Florida. It is located between Palm Beach and Miami-Dade counties, forming the heart of Florida's largest metropolitan area in which 5.6 million people reside. Within the county's 1,220 square miles are 31 municipalities, the largest of which is Fort Lauderdale. Nearly two-thirds of the county is part of the undeveloped Everglades conservation area. Broward County boasts more than 23 miles of pristine Atlantic coastline, and its beaches attract both the local population as well as tourists from around the world. With an average year-round temperature of 77 degrees, Broward County has a tropical climate and is a choice destination for over fourteen million visitors every year.

Broward County's warm climate, demographic diversity, robust and expanding economy, myriad of housing options, excellent schools, state-of-the-art healthcare, and advanced transportation system afford its residents an exceptional quality of life. Broward offers world-famous fine dining, theater, nightlife, and shopping venues, as well as an abundance of recreational activities like golf, deep sea fishing, boating and unlimited opportunities for fun on the beach. The state's second largest public school district is located in Broward County, providing excellent primary and secondary education. In addition, there are many prestigious local and regional colleges and universities offering excellent higher education opportunities.

The Fort Lauderdale-Hollywood International Airport is a part of Broward County, and most major cruise lines operate out of Broward County's Port Everglades, ranked second among cruise ports worldwide. Among Broward's abundant retail shopping options is Sawgrass Mills, the largest one-story shopping mall in the United States. For the sports enthusiast, Broward is home to the NHL's Florida Panthers, while other major sports teams, like the Miami Heat, the Miami Marlins, and the Miami Dolphins, are just a short drive away.

## THE COUNTY

As the chief executive officer of Broward County Government, the County Administrator directs the day-to-day functions of County government under the auspices of the Broward County Board of County Commissioners. The nine-member elected Board of County Commissioners is the legislative branch of Broward County Government. A separation between the legislative and administrative functions of County Government is provided for in the Broward County Charter, which was established in 1975.

As a regional provider of programs and services to its residents and visitors, Broward County employs more than 6,200 employees in 60 different agencies in areas such as transportation, human services, and community enrichment. Broward County's regional services include one of the nation's fastest growing airports, a bustling international seaport, an award-winning library system, an ever-growing transit network, an expanding park system and a variety of community services.

While the diversity of Broward's population of 1.9 million creates unique opportunities in delivering services and providing information, that diversity also contributes to a dynamic cultural environment that makes Broward County one of the most interesting and robust places in the world to live and work. The County's overall budget is \$4.7 billion with a general fund budget of \$1.2 billion. Additionally, in 2014, Standard & Poor's joined Moody's Investor Service and Fitch Ratings in grading Broward's general obligation bonds "AAA," making it one of only four counties in Florida with an AAA rating from all three rating agencies.

## THE DEPARTMENT

The Human Services Department is one of the largest departments in the County and has four divisions, two offices and 27 facilities. The Department has a total budget of \$150 million and 600 employees. The Mission is, "To enhance the quality of life for Broward County residents through innovative and integrated health and human services programs." The five divisions within the Department are: Community Partnerships, Elderly and Veterans Services, Family Success Administration, Broward Addiction Recovery and Crisis Intervention and Support Services.

**Community Partnerships Division (CPD)** - is responsible for planning, coordinating, administering and evaluating a comprehensive array of human service programs for children and adults including behavioral health, child care licensing, sexual assault treatment and counseling, health care, HIV/AIDS, and homeless services. The work of the division is accomplished through the following sections:

**Broward County Elderly and Veterans Services (EVS)** - has been providing County sponsored and grant funded programs to residents since 1977. Programs include:

- **Elderly Services** - is focused on assisting physically and psychiatrically impaired elderly residents to maintain their independence and improve their quality of life. Programs include:
- **Community Care for the Elderly** - Services include Case Management, Homemaking, Personal Care, Respite Care, Health Support, Emergency Alert Response, Adult Day Care, Monthly Caregiver Stipend, Assisted Living Waiver, Reimbursement for Consumables and Medical Supplies, Consumer Directed Care, and Sliding Scale co-payment determined by income.
- **Behavioral Health** - Provides assistance to adults over the age of 60, who have psychiatric disabilities and/or substance abuse disorders. Services may include Case Management, In-Home/On-Site Counseling, Outreach and Prevention Services, and Referrals to BARC. Sliding scale co-payment determined by income.
- **Veteran Services** - Serving one of the highest veteran populations in Florida, the Veterans Services section serves more than 700 individuals monthly, files more than 1,300 claims annually, and in one year, assisted applicants in receiving more than \$4.1 million in benefits.

Highly trained and professional Veterans Service Officers, certified by the Florida Department of Veteran's Affairs, who are themselves all veterans, are available to guide veterans and their dependents through the benefit process.

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**Family Success Administration Division (FSAD)** - provides administrative oversight and coordination of comprehensive human services offered by the Division and its community-based partners at one-stop service locations throughout Broward County.

The Administration Section ensures that Division services are coordinated, easily accessible, and responsive to community needs. Through community partnerships and linkages to other agency services, customers of the Family Success Centers (FSC) and its affiliates are offered convenient one-stop entry to comprehensive services that are customer friendly and customer focused. The Division is comprised of four Family Success Centers, Homeless Case Management Services and the Community Action Agency (CAA). Homeless Case Management Services and CAA supplement the FSC generally funded County services by targeting specific populations, such as individuals and families who are low-income, currently homeless or at risk of homelessness.

**Broward Addiction Recovery Center (BARC)** - offers a comprehensive range of services for Broward County residents over the age of 18 who are affected by substance abuse and/or co-occurring disorders. The experienced and professional staff is dedicated to helping clients attain a healthy and satisfying lifestyle free from addiction utilizing individual, group and family therapy. They collaborate with a variety of health care providers and referral sources to ensure clients receive services that will support their recovery.

- 4,500 clients each year are admitted to BARC and benefit from residential or outpatient treatment and support services
- 1,800 clients per year benefit from medically supervised drug and alcohol withdrawal treatment offered by the professionals at BARC's detoxification unit
- 800 residents per year participate in non-residential day treatment programs

**Crisis Intervention and Support Services** - provides medical evaluation and counseling services to victims of sexual assault and human trafficking and operates the County's rape crisis hotline. They also provide evaluation services for children in the child welfare system with allegations of abuse and neglect, as well as diversion services for youth involved in the juvenile justice system. Finally, the Division coordinates pre-arrest diversion services for adults with minor misdemeanor offenses.

The Deputy Director of Human Services is responsible for assisting the Director in the administration or coordination of programs associated with health and social services in a variety of divisions, offices, or specialized sections of the Human Services Department. Typical duties include budgeting, coordination of the Department's activities in collaboration with other departments or partner organizations, and organizational review and assessments. The Deputy Director will also represent the Department at conferences and public and professional meetings, as well as act as the Director in her absence.

## THE IDEAL CANDIDATE

The ideal candidate will be a proven leader and have demonstrated success in a wide variety of administrative areas. He/She will have a clear understanding of direct services versus contract services and manage them accordingly. This candidate will be an excellent communicator with outstanding oral and written skills, who can understand the needs and deliver services within the community as well as promote collaboration with non-profit, state and other agencies and be effective in presentations to the community which may include elected officials. This candidate will be hands on in operations, seasoned in program management, involved with professional associations and be able to incorporate best practices. The ideal candidate will be results-oriented in a fiscally-challenged environment and be committed to providing innovative service delivery.

The ideal candidate will have a proven record in the management and administration of governmental affairs, public and business administration and personnel management. He/She will have significant experience in exercising judgment and discretion in establishing, applying and interpreting departmental policies and procedures as well as creating and implementing effective administrative programs and procedures. Additionally, this candidate will be committed to serving the public and fellow employees with honesty and integrity in full accord with the letter and spirit of Broward County's Ethics and Conflict of Interest policies.

The primary areas of focus for the next Deputy Director will be:

**Operations** - Manage the Department's programs in business operations and ensure a high level of service delivery;

**Internal and External Relations** - Establish strong relations with the Office of the County Administrator and the Board of Commissioner, as well as foster strong partnerships with the community and sister agencies;

**Succession Planning** - Recommend and monitor the need for the Department's succession planning.



The selected candidate will be both visionary and have attention to detail. He/She will work collaboratively with the Director. This person will work effectively with stakeholder groups and represent the Department and County when needed.

The position is open due to the retirement of the current Deputy Director.

## **Education, Certifications and Experience**

Requires a Bachelor's degree from an accredited college or university with major coursework in public administration, business administration, or closely related field; Master's degree preferred. Requires ten (10) years progressive responsible human services experience in supervisory and administrative setting or closely related experience including six (6) years high level supervisory and administrative experience or closely related experience.

- Candidates should have professional experience in social work, business operations and program management. Experience in a comparably sized complex governmental organization is desirable.
- Public presentation skills are required.

## **COMPENSATION**

The annual salary range is \$115,157.09 to 183,790.11 and will be based upon the knowledge and experience of the individual selected. The State of Florida does not have a state income tax. The County's comprehensive benefits include:

**Florida Retirement System (FRS)** - Employees have the choice of two retirement plans: the traditional pension plan with eight years of vesting or the investment plan with one year of vesting.

**Deferred Compensation** - The County offers a 457 plan offered through three providers: ICMA Retirement Corporation, Brighthouse Life Insurance Company, and Nationwide Retirement Solutions.

**Flexible Spending Accounts** - Medical expense and dependent care accounts.

**Health Savings Accounts** - When you elect either of the High Deductible Health Plans (HDHP) AND you and your enrolled spouse/domestic partner (if applicable) complete the County's 2018 Engagement Incentive, Broward County will contribute the full amount of the deductible of the plan you choose for the 2018 plan year.

**Vacation and Sick Leave** - Leave is accrued biweekly for vacation and sick time; annualized at two weeks of vacation and 12 days of sick time; additionally 40 hours of administrative leave is granted annually.

**Holidays** - Ten holidays and two personal days.

**Insurance Coverage** - The County offers a variety of benefit plans that employees can purchase including Health, Dental, Vision, Flexible Spending Accounts, Long Term Care, Long Term Disability, and Pre-paid Legal.

**Life Insurance** - The County offers \$25,000 of group term life and AD&D Insurance. Employees can purchase additional life insurance for themselves and their dependents and spouse/domestic partner.

**Additional Benefits** - Credit Union, Employee Development and Personal Income Protection Plans (AFLAC).

For additional information on benefits, please visit: [www.broward.org/benefits](http://www.broward.org/benefits).

## **HOW TO APPLY**

Please apply **on-line** by **May 25, 2018** at [www.alliancerc.com](http://www.alliancerc.com). For questions and inquiries, please contact:

David McDonald or Sherrill Uyeda

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