

# DIRECTOR OF HUMAN SERVICES

Broward County, FL





## THE COMMUNITY

Bordering Southeast Florida's Atlantic coastline, Broward County is the seventeenth most populous county in the nation and the second largest in the State of Florida. Home to over 1.9 million people, Broward County is located between Palm Beach and Miami-Dade counties, forming the center of South Florida's largest metropolitan area in which 6.1 million people reside. Within the County's 1,224 square miles are 31 municipalities, the largest of which is the county seat, 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 75.5 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, 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 located in Broward, and most major cruise lines operate out of the Broward County Port Everglades facility. 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

The Broward County government was established under Charter in 1974 as a home rule government. The County has a strong Commission/Administrator form of government. The Board of Broward County Commissioners is composed of nine members, elected every two years for four-year staggered terms. Commissioners are voted to the position by their district in partisan elections. The Mayor and Vice-Mayor are Commission members annually elected by the Commission for one-year terms. The Commission appoints the County Administrator, the County Attorney, the County Auditor, and many other advisory and regulatory board members.

The County Administrator serves as the Chief Executive Officer and manages the County's operating departments and divisions including: FLL International Airport, Port Everglades, Environmental Protection & Growth Management, Finance & Administrative Services, Human Services, Libraries, Parks and Recreation, Cultural, Public Works, and Transportation. The County has more than 6,000 employees and eight organized bargaining units. The County's overall budget is \$4.8 billion with a General Fund of \$1.3 billion.

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## THE DEPARTMENT

Broward County's Human Services Department (HSD) enhances the lives of its most vulnerable residents by delivering a comprehensive array of innovative and integrated health and human services. Services are provided by 628 highly qualified staff from five Divisions and three offices throughout Broward County supported by a total budget of \$166.5 million. HSD also has partnerships with many community agencies that receive County funding to provide services to the community. HSD touches just about every population of focus and is the social safety net for Broward County residents.

The five divisions within the Department are: Crisis Intervention and Support, Family Success Administration, Community Partnerships, Broward Addiction Recovery Center, and Elderly and Veterans Services. The Office of Administrative Services, The Office of Equity and Community Investment and the Office of Evaluation and Planning also resides within HSD.

**Crisis Intervention and Support Division** - Crisis Intervention and Support Division (CISD) includes the Nancy J. Cotterman Center (NJCC) and Justice Services Sections that both have a public safety focus. CISD programs are rooted in community collaborations designed to transform systems and strengthen individuals, youth and families. All services are offered free of charge.

NJCC is the County's only accredited Children's Advocacy Center as well as the only certified Rape Crisis Center. NJCC is responsible for a portion of the child welfare system and additionally serves victims of sexual violence and human trafficking. Services include forensic medical exams, forensic interviews, family assessments, advocacy, crisis counseling, trauma informed therapy, accompaniment and multidisciplinary case review and coordination. NJCC also provides a 24-hr Helpline 954-761-RAPE (7273).

Justice Services coordinates alternative to detention justice programs that reduce costs associated with the incarceration of non-violent offenders and provide access to diversion opportunities to individuals in lieu of criminal prosecution. Juvenile and Adult Civil Citation, Juvenile Predisposition Services, and Juvenile Reentry programs provide assessments, advocacy, case management, Moral Reconciliation Therapy, Restorative Justice and Transition to Independence Process (TIP) services.

**Family Success Administration Division (FSAD)** - Family Success Administration Division helps individuals and families achieve self-sufficiency and economic stability through emergency financial assistance with rent, mortgage and utilities. It provides crisis assistance for those who are experiencing homelessness or are at risk of homelessness due to foreclosure or eviction. FSAD operates the Community Action Agency which includes the Low-Income Home Energy Assistance Program (LIHEAP) that provides financial assistance with utility payments and the Care to Share and the Community Services Block Grant (CSBG), which provides assistance with tuition, job training, employability skills and childcare assistance. FSAD offers financial coaching at each of the centers through the Financial Capability Program, which includes one-on-one financial coaching and group workshops to develop budgeting skills, foster good financial management practices and improve credit while building financial confidence.

**Community Partnerships Division (CPD)** - Community Partnerships Division is dedicated to the support and wellbeing of residents in need of essential services surrounding physical and mental health and shelter. These services are provided via funded partnerships with community social service agencies and other governmental entities. CPD contracts with a broad network of over 100 agencies and experts across three systems of care (Children's Services Administration, Health Care Services including Ryan White Program (HIV/AIDS), and the Homeless Initiative Partnership) that deliver high quality services to Broward County residents.

**Broward Addiction Recovery Center (BARC)** - Broward Addiction Recovery Center (BARC) provides a full continuum of adult substance abuse services, including detoxification, residential treatment, intensive outpatient treatment, outpatient services, medication assisted treatment and case management. The experienced and professional staff are dedicated to helping clients with substance abuse or co-occurring disorders attain a healthy lifestyle focusing on individual recovery, improved life management skills, enhanced interpersonal relationships and involvement in community support groups. BARC collaborates with a variety of health care and mental health providers and referral sources to ensure clients receive services that will support their recovery.





***Elderly and Veterans Services Division (EVSD)*** - Elderly and Veterans Services Division supports a range of community-based initiatives designed to allow seniors to “age in place” with dignity. Support services provided may include: Case Management, Emergency Alert Response Systems, In-Home Services, Adult Day Care, Housing Assistance, Emergency Financial Assistance, and Information and Referral. The nationally accredited Behavioral Health Section provides Assessment, Targeted Mental Health Case Management, and Peer Recovery Support. We also provide assistance with the federal Veteran’s Affairs Application, and appeals processes, to Veterans (of all ages) and their family members.

***Office of Equity and Community Investment*** - The Office of Equity and Community Investment (OECI) works to augment and advance the HSD Dismantling Racism Initiative (DRI), and to centralize and expand the Department’s community investment efforts. OECI seeks to normalize, operationalize, and institutionalize the DRI’s multilayered race equity efforts and instill them across all HSD divisions. Additionally, the Office collaborates with agencies and community partners to align and coordinate racial equity efforts across the county. OECI embeds equity in internal and external funding opportunities and in partnership development as it centralizes and coordinates community investment commitments and activities across divisions and the community. These include HSD’s granting functions, external grant application activities, nonprofit capacity building and technical assistance, community engagement and the Department’s University Student Practicum Program.

***Office of Evaluation and Planning*** - The Office of Evaluation and Planning is responsible for oversight of the continuous quality improvement framework and high-level department planning. This is accomplished through technical assistance, policy and procedure management, dashboard creation, data analytics, performance measure reporting, internal process analysis, and records management. The information technology component of this office assists with coordination activities relating to business requirements and application needs, business process analysis, problem solving, automation acquisition support, software application development, integration, security, and management.

***Office of Administrative Services*** - The Office of Administrative Services (OAS) is responsible for centralized back office operations of the department including such activities as payroll processing, procurement, accounts receivable, and accounts payable and budgetary functions. This section is also responsible for reviewing, tracking and processing State mandated payments which include Medicaid, Medical Arrestee, and Department of Juvenile Justice accounts. Additionally, OAS provides centralized facilities management support to the divisions under the Department.

## THE IDEAL CANDIDATE

The Director of Human Services is responsible for the leadership and administration of programs associated with health and social services in Broward County. Broward County seeks a proven leader and public administrator with content expertise in the field of human services to run HSD. The ideal candidate will be a multi-dimensional and situational leader who understands how to get things done in the government’s

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established culture of policies, procedures, and administrative codes. He/She will thrive in an autonomous and transparent environment. This person will be a collaborative, flexible, strengths-based manager. He/She will be results-oriented and committed to providing innovative service delivery.

The ideal candidate will have outstanding oral and written communication skills and will be effective in making presentations to the community and elected officials. He/She will understand the diversity of needs and complexities inherent in the delivery of services within the community, as well as an understanding of the importance of facilitating collaboration with non-profit, state and other agencies. This candidate will be hands on in operations, seasoned in program management, involved with professional associations and be able to identify and incorporate best practices in support innovation.

The selected candidate will have demonstrated success in a wide variety of administrative areas such as fiscal management and budgeting, racial equity, local government relations and partnerships, and emergency management. 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.

Top priorities for the Director will be:

1. Continue to lead the effort to dismantle racism. Lead and expand programs and initiatives to address racial inequity across the County enterprise and within the community while working closely with Broward County Administration.
2. Strengthen and deepen partnerships with local agencies and community groups to address affordable housing issues.
3. Partner with internal and external stakeholders to advance homelessness programs and goals.
4. Continue to expand efforts to address the ongoing opioid epidemic. Implement creative and innovative programs.
5. Ensure the implementation of a comprehensive data analytics program to drive data based decision making and accountability across the department.

The selected candidate will be both visionary and have attention to detail. This person will work effectively with stakeholder groups including politicians and represent the Department in multiple internal and external settings.

The position is open due to the promotion of the Director and the retirement of the Deputy Director currently in the role of "Acting" Department Director.

## **Education, Certifications and Experience**

Requires a bachelor's degree from an accredited college or university with major coursework in human services or field closely related to area of assignment; (Master's Degree in Social Work, Human Services, or Public Administration with local or state government social services experience strongly preferred); AND eleven (11) years progressive responsible human services experience in supervisory and administrative settings or closely related experience including nine (9) years high level supervisory and administrative experience or closely related experience.

- Candidates should have experience working with elected officials.
- 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.

Candidates from similar municipal organizations of similar complexity to Broward County are strongly encouraged to apply.

## COMPENSATION AND BENEFITS

The annual hiring range for this position is \$175,000 - \$199,000. The starting salary 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 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 voluntary 457 plan offered through three providers: ICMA Retirement Corporation, Brighthouse Financial, and Nationwide Retirement Plans.
- **Flexible Spending Accounts** - Eligible health expenses and dependent care accounts.
- **Health Savings Accounts** - Newly benefit-eligible employees that elect either of the High Deductible Health Plans (HDHP) effective January 1, 2020, or later, will receive prorated funding for 2020 based on the month of eligibility.
- **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 job basis leave is granted annually for exempt salaried employees.
- **Holidays** - Ten (10) holidays and two (2) personal days.
- **Insurance Coverage** - The County offers a variety of benefit plans that employees can purchase including Health, Dental, Vision, Long Term Disability, and Pre-paid Legal. The County subsidizes enrollment in Health and provides a waiver credit if applicable.
- **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.

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

## HOW TO APPLY

Please apply **on-line** by **November 6, 2020** at [www.alliancerc.com](http://www.alliancerc.com).

For questions and inquiries, please contact:

David McDonald or Sherrill Uyeda

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