

## **Human Services Manager Eastern Carolina Council**

Do you enjoy working on a variety of projects and positively impacting multiple communities? Eastern Carolina Council of Governments (ECC), located in New Bern, NC, is seeking a qualified individual to fill a Human Services Manager position. ECC serves a 9-county region that has a land mass of 5,710 square miles and a population of approximately 644,000 people. The successful candidate will have prior work experience in Human and Senior Services. Position duties may include, but are not limited to:

- Develops and plans activities for Human Services programs, which are comprehensive and coordinated at the county and regional levels
- Understands and meets each funder's program requirements, including but not limited to, outputs, outcomes and quality and model fidelity measures.
- Monitors data collection and data entry to ensure it is timely, accurate and complete
- Monitors programs to ensure continued fidelity to approved program models and contract requirements
- Works with the Assistant Executive Director to analyze data and prepare data-driven recommendations and reports based on the data
- Leads and coordinates groups within the region
- Manages staff in a variety of Human Services programs
- Investigative functions, training and education to the general public and a variety of special projects and programs
- Oversees facilitation of the annual program planning process
- Recruits and selects staff, provides training, mentoring, performance coaching and evaluation
- Keeps staff informed and involved on important issues, and assures that staff have access to information and resources necessary to complete work
- Responsible for all Human Services programs, ensuring that they are designed and implemented in accordance with all policies and procedures
- Supervises and participates in programmatic monitoring and quality assurance for local community service providers in the region, supports and provides technical assistance by program staff to avoid and correct issues of non-compliance by local providers with federal and state policies and regulations
- Supervises and participates in the dissemination of information that enables individuals and communities to become aware of programs available for the region
- Develops and updates Human Services website information
- Ensures that the department serves as a strong advocate to assure that the residents of our region and their families are safeguarded and their collective concerns are recognized
- Works with a wide variety of community, regional, state and national groups to coordinate advocacy, funding, programs and services
- Works with staff to plan specific programs and service delivery based on survey of needs
- Collaborates with other community organizations for systems or program development

### **Knowledge, Skills, and Abilities Required**

- Thorough knowledge of the delivery methods and resource organizations of programs and services for citizens of our region.
- Thorough knowledge of social, economic, recreational, physical, and mental health needs of our region.
- Thorough knowledge of relevant federal legislation, programs, grants, rules, regulations,

- policies, procedures, and ability to interpret and apply them.
- Considerable knowledge of the programs and policies of ECC including personnel policies, budgeting, purchasing, and programming.
- Considerable knowledge of management and supervisory principles and practices including interpersonal communications, leadership, group facilitation, motivation, mentoring, and performance management.
- Considerable knowledge of the application of information technology to program work.
- Skills in conflict resolution and public speaking.
- Ability to work effectively with governmental officials, trainees, and private individuals to translate plans and policies into effective programs.
- Ability to work effectively with state and federal officials to relate and coordinate programs.
- Ability to work with federal and state officials, locally appointed policy and advisory groups to related and coordinate programs.
- Ability to manage and track the spending of program budgets.
- Ability to set objectives for the programs and ability to follow and meet objectives.
- Ability to communicate effectively, in written and oral form, with public officials, community organizations, and the general public.
- Ability to establish and maintain effective working relationships with staff, public officials, and other persons assisting with the administered programs.
- Ability to organize work and exercise independent judgment with minimum supervision for assigned tasks.

The position requires some traveling within ECC's nine-county region and attending some evening meetings. Excellent benefits package including 401k and LGERS. Hiring range starts at \$65,289; salary DOQ.

**How to Apply**

Email completed North Carolina PD-107 application (available at <https://oshr.nc.gov/nc-state-government-paper-application-employment-pd-107>), letter of interest, and resume to Executive Director David Bone at [dbone@eccog.org](mailto:dbone@eccog.org). The position is open until filled. EOE (Equal Opportunity Employer).

**About New Bern**

ECC's office is located in the heart of downtown New Bern, NC. This scenic riverfront city is centrally located along North Carolina's coast at the union of the Trent and Neuse Rivers.