



# Human Resources

TEL 919.856.6090  
 FAX 919.856.6256

336 Fayetteville Street ▪ Suite 300  
 PO Box 550 ▪ Raleigh NC 27602  
[www.wakegov.com](http://www.wakegov.com)

|                             |   |
|-----------------------------|---|
| <b>Title/Subtitle</b>       | <b>(8616__44) HS PROGRAM MANAGER</b>  |
| <b>Position Description</b> | <p><b>The Social &amp; Economic Vitality Program Manager</b> provides overall management and facilitation for geographically-based community transformation efforts in Wake County jointly administered by Cooperative Extension and Wake County Human Services to attain priority outcomes related to employment, health, education and upward mobility for low-wealth families and communities experiencing significant vulnerability related to these areas.</p> <p><b>This is accomplished by:</b></p> <ul style="list-style-type: none"> <li>• Developing and managing a process for coordination of resources in vulnerable communities to increase access and utilization and to build the community's capacity to respond to critical needs.</li> <li>• Facilitates interdisciplinary project teams internal and external to engage employees, residents, partners and institutions in attainment of Social &amp; Economic outcomes within the County.</li> <li>• Provides direct supervision to staff providing related human capital development activities within the County.</li> <li>• Builds infrastructure and shared ownership with community leaders and stakeholders to enable collective action to achieve desired results</li> </ul> <p><b>Other duties include:</b></p> <ul style="list-style-type: none"> <li>• Provides support for ongoing evaluation and improvement of business processes, professional development and reporting systems consistent with the needs of stakeholders and funders.</li> <li>• Provides significant leadership and contributes to collective impact efforts in the community on behalf of Cooperative Extension and Wake County.</li> <li>• Works across County Departments and within institutions of higher education to maximize efforts and to cultivate a culture of evidence.</li> <li>• Manages associated contracts with community partners</li> </ul> |

|  |  |
|--|--|
| <b>Knowledge, Skills, Abilities &amp; Competencies</b> | <ul style="list-style-type: none"> <li>• <b>Community Transformation:</b> Knowledge of research-based community transformation models applied to vulnerable communities.</li> <li>• <b>Shared Measurement System:</b> Knowledge of initiating shared measurement at a community or system level.</li> <li>• <b>Shared Vision:</b> Ability to cultivate shared vision among diverse stake holder for community transformation.</li> <li>• <b>Analytical Thinking:</b> Ability to identify issues, obtains relevant information, relate and compare data from different sources, and identify alternative solutions.</li> <li>• <b>Building Partnerships:</b> Ability to develop and use collaborative relationships to facilitate the accomplishment of work goals. Ability to identify opportunities and take action to build strategic relationships</li> <li>• <b>Change Management:</b> Ability to plan and implement change initiatives. Ability to support innovation and creativity by encouraging staff to accept and resolve challenges. Ability to remain flexible to meet constantly changing and sometimes opposing demands</li> <li>• <b>Coaching/Mentoring:</b> Ability to provide guidance and feedback to help an employee or groups of employees strengthen their knowledge, skills and abilities to accomplish a task or solve a problem, which in turn should improve job performance.</li> <li>• <b>Communication:</b> Ability to present information to individuals or groups; ability to deliver presentations suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Ability to listens and respond appropriately to others.</li> <li>• <b>Decision Making:</b> Knowledge of and ability to use effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions. Ability to take action consistent with available facts, constraints, and anticipated consequences.</li> <li>• <b>Leadership:</b> Skill and ability in coordinating, facilitating, and participating in a collaborative approach to the completion of tasks or assignments.</li> <li>• <b>Negotiation:</b> Ability to confer with others to reach resolution. Ability to explore alternatives and positions to reach outcomes that gain the support and acceptance of all parties.</li> <li>• <b>Program Management:</b> Ability to coordinate and administer programs, activities and protocols. Ability to manage resources, monitor activities and assess environmental risks and quality control associated with the program.</li> <li>• <b>Accountability:</b> Ability to be relied upon to ensure that projects within areas of responsibility are completed in a timely manner. Ability to monitor programs and/or activities and take corrective action when necessary.</li> <li>• <b>Initiative:</b> Ability to take prompt action to accomplish objectives. Ability to take action to achieve goals beyond what is required. Ability to be proactive.</li> <li>• <b>Objectivity:</b> Ability to make decisions without regard to that personal prejudices, biases, and experiences.</li> <li>• <b>Valuing Diversity:</b> Ability to recognize and respect the value of individual differences at all levels of the organization. Ability to provide employment and development opportunities equitably o support a diverse workforce.</li> </ul> |
| <b>Home Department</b>                                 | (46) Human Services Department   |
| <b>Division/Unit</b>                                   | Administration   |

|   |   |
|---|---|
| <b>Auto requisition ID</b>  | 3182BR  |
| <b>Assignment Type</b>  | (P) Regular   |
| <b>Assignment Status</b>  | Full Time   |
| <b>Work Schedule</b>  | Mon – Fri 8:30 am - 5:15 pm with considerable flexibility required including frequent evening and weekend work.   |
| <b>Work Location</b>  | (001) Agriculture Services Building   |
| <b>Salary Min - Max</b>   | \$55,484.00 - \$99,871.00   |
| <b>Minimum Requirements</b>   | Bachelor's degree in Human Services, Health or related field and Five years of experience related to the area of employment; or equivalent.   |
| <b>Preferred Experience, Skills and Training (beyond the minimum requirements defined by the class)</b> | <ul style="list-style-type: none"> <li>• Master’s degree in Public Administration, Human Services, Education or related field</li> <li>• Five (5) years of leadership and facilitating community collaboration in a diverse / cross-sector setting</li> <li>• Experience working with elected officials, policy –makers, senior management, and community leaders in a highly visible role</li> <li>• Experience developing a shared measurement system for accountability</li> <li>• Experience coordinating collective action in support of community transformation</li> </ul> |
| <b>Background/EEOC Policy</b>   | Position may require a background check. Unless required by state law, a record of conviction will not automatically exclude you from consideration for employment. Wake County Government is an Equal Opportunity Employer.  |
| <b>Closing Date</b>   | 22-Aug-2016   |

|                         |  |
|-------------------------|--|
| <b>About the County</b> | <p>Home to the State Capital, Wake County is one of the fastest growing areas in the nation and the second-most populous county in the state, with approximately 1,000,000 residents. The County has received national and international rankings and accolades from publications such as Money, Fortune, and Time magazines as being one of the best places to live, work and play. The central location of the County allows for a short drive to the spectacular mountains or coast. Wake County Government is governed by a seven-member Board of Commissioners, who are elected at-large to serve four-year terms. Wake County Government has a general operating budget of \$1.063 billion, employs approximately 3,800 employees, experiences minimal turnover, and is an award -winning leader in wellness and technology initiatives; such as offering employees and covered spouses free access to the Employee Health Center. Wake County Government offers a wide range of training and development opportunities, a stable career in public service with a balance of work and family life, flexible work schedules and a competitive salary and benefits package.</p> <p><a href="http://www.wakegov.com/employment/benefits/Documents/Wake%20County%20Benefits%20Summary.pdf">http://www.wakegov.com/employment/benefits/Documents/Wake%20County%20Benefits%20Summary.pdf</a></p> |
|-------------------------|--|