

CONTRA COSTA COUNTY



INVITES YOUR
INTEREST IN
THE POSITION OF

DIRECTOR OF CHILD SUPPORT SERVICES



THE COUNTY

Contra Costa County was incorporated in 1850 as one of the original 27 counties of the State of California. It is one of nine counties in the San Francisco-Oakland Bay Area, and covers approximately 733 square miles extending from the northeastern shore of San Francisco Bay easterly about 50 miles to San Joaquin County. Contra Costa County has one of the fastest growing work forces among Bay Area counties, with growth in its employment base being driven primarily by the need to provide services to an increasing local population and the presence of relatively high-wage skilled jobs.

The County has one of the State's most heterogeneous populations - rich in ethnic, cultural and socioeconomic diversity. With a current population slightly in excess of one million, Contra Costa County is the ninth most populous county in California. The City of Martinez is the County seat and the location of the County's administrative offices.

Contra Costa County includes varied urban, suburban, rural, industrial, agricultural and port areas and contains 19 incorporated cities. A large part of the County is served by the San Francisco Bay Area Rapid Transit District (BART), and along with the modernization of Highway 24 and the addition of a fourth Caldecott Tunnel bore these improvements all served to reinforce the demographic and economic trends in the western portion of the County, with cities such as Walnut Creek becoming edge cities. The central county cities have in turn spawned their own suburbs within the county, extending east along the county's estuarine north shore; with other development areas like Bay Point being augmented by extensive development in Antioch, Oakley and Brentwood.

Prestigious public and private academic institutions, including Stanford University, University of California at Berkeley, University of San Francisco, University of the Pacific, various California State University campuses and one of California's best community college systems are within driving distance from the County seat of Martinez.

Recreation within the County varies from fishing, boating and water skiing in the Sacramento-San Joaquin Rivers to hiking, horseback riding and camping in Mt. Diablo State Park. Recreational areas, including the wine country of Napa and Sonoma Counties, the picturesque seaside communities of Carmel and Monterey, and the Sierra Lake Tahoe mountain region, are also within driving distance of the County.

THE DEPARTMENT

The Contra Costa County Department of Child Support Services' mission is to promote the well-being of children and the self-sufficiency of families by assisting both parents to meet the financial, medical, and emotional needs of their children through the delivery of quality child support establishment, collection and distribution services.

The Department has 171 full time employees (FTE) and an operating budget of \$18.769 million dollars. The Department of Child Support Services (DCSS) is responsible for establishing, collecting, and distributing child and medical support for minors and is an important part of California's effort to nurture and protect children and to help them and their families achieve self-sufficiency and succeed in life. DCSS is responsive to customer needs and fosters public awareness of parental responsibility in hospitals, schools and the community.

DCSS's Child Support Enforcement Program is authorized under Title IV-D of the Social Security Act to provide services assisting parents to meet their mutual obligation to support their children. The Department provides a number of no-cost services to Contra Costa County residents with physical custody of a minor child including: locating non-custodial parents; establishing court-orders for paternity, child and medical support; collecting and distributing support payments; maintaining accounts of payments paid and payments due; and modifying court orders when appropriate.

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THE POSITION

The Director of Child Support Services – Exempt serves as the department head of the Department of Child Support Services and reports to the County Administrator. Under broad policy direction, plans organizes and directs all activities and operations of the Department of Child Support Services; establishes and maintains programs to collect, from non-custodial parents, support payments for custodial parents and their children as well as providing such services as locating non-custodial parents; stimulates community interest and enlists support in achieving goals and objectives of the department; and performs related work as required. Examples of specific management responsibilities include the following:

- Formulate Child Support Services procedures to implement program mandates, including goal setting, fiscal and personnel management and long term planning.
- Through subordinates, direct the delivery of services including enforcement and administration of the fiscal collection system.
- Coordinate operations to maximize the level of service provided and effective utilization of available resources.
- Direct the preparation of departmental budget, maintaining the appropriate fiscal controls and reporting processes.
- Establish and maintain cooperative relationships with state, local and community groups.
- Ensure compliance with legal mandates and prescribed program guidelines.
- Hire, plan, coordinate, assign and evaluate the work of subordinate supervisory, legal and support personnel.
- Establish and maintain automated systems sufficient to sustain the efficient delivery of services.

The Director of Child Support Services is exempt from the merit system. This position is open due to the retirement of the incumbent.

OPPORTUNITIES/CHALLENGES

The Department of Child Support Services has continued to develop, implement and refine programs that provide the best opportunity for the success of its clients while implementing program mandates. The challenges and opportunities for the successful candidate include but are not limited to:

- Achieve federal performance measure levels established by the State Department of Child Support Services by: establishing paternity; increasing the number of cases with established child support orders; increasing collections on current child support; increasing collections on cases with arrears; and improving cost effectiveness.
- Achieve local level performance FY 2016-2017 goals by: increasing distributed collections by 3% and achieving at least \$3.85 in cost effectiveness; increasing percentage of support collected to 71%; increasing percentage of cases with arrears collected to 71%; increasing percentage of cases with child support orders to 95%; and maintaining a statewide Paternity Establishment Percentage (PEP) at 100% or above.
- Seek innovative ways to coordinate services with other county departments and agencies for the purpose of creating efficiencies.
- Maintain an organizational structure with delegated responsibilities, internal controls and a reporting system that assures compliance with applicable federal, state and county laws, policies and procedures while maintaining a quality customer focused department.
- Manage increasing demands for services with constrained local, state, and federal funding.
- Create and implement a more effective outreach program to advertise services to a population of approximately one million people in Contra Costa County.

THE IDEAL CANDIDATE

The ideal candidate for this opportunity will be a strong, visionary leader with unquestionable ethics and integrity as well as solid management, organizational, program and budget skills. The new Director of Child Support Services will possess outstanding communication skills as well as excellent interpersonal skills allowing for the strengthening of the department internally and enhancing agency relationships (federal, state, other local government entities and community organizations) externally. The ideal Director of Child Support Services will be a seasoned professional with a proven performance record as an authority on Child Support Services, who is a decisive leader, with a hands-on, proactive approach that will continue the Department of Child Support Services reputation of excellence.

The selected individual will create an environment in which excellence and innovation thrive, respecting the abilities of the management team, and valuing professional input from staff. The Director of Child Support Services will have strong interpersonal skills, an ethical and honest approach, mutual respect, and promote a culture of teamwork throughout the department. It is expected that the Director of Child Support Services will be politically savvy yet apolitical and will have in-depth experience in organizational and personnel management including setting priorities, holding staff accountable, and moving the department forward in a fast paced environment. S/he will be a leader with core values centered on outcomes, both measurable and meaningful. The new Director will be an effective, visible spokesperson for the Department of Child Support Services in the community, working collaboratively with other County departments, allied agencies, and other community stakeholders to achieve the department's mission.

QUALIFICATIONS

License: Valid California Motor Vehicle Operator's License.

Education: Possession of a Bachelor's Degree from an accredited college or university with a major in public or business administration or a closely related field.

Experience: Four (4) years of full-time or its equivalent senior level managerial, administrative or supervisory experience relating to the planning, organizing, and directing of various functions of a child support collection enforcement agency.

Substitution: (1) Additional experience of the type described above may be substituted on a year-for-year basis up to a maximum of two years; or (2) one year of graduate training in business or public administration or a closely related field in an accredited college or university may be substituted for one year of the required experience.



DIRECTOR OF CHILD SUPPORT SERVICES

COMPENSATION

SALARY: \$151,088 - \$183,648 negotiable within step range DOE/DOQ



BENEFITS:

Retirement – The County pays the employer contribution to CCCERA, a 1937 Act defined benefit retirement plan, which is reciprocal with other 1937 Act county retirement systems, CalPERS and systems with CalPERS reciprocity. Employee contributions are based on age at date of hire with the County or another employer with a reciprocal retirement system.

Social Security – the County participates in Social Security and Medicare.

Medical Insurance – A variety of medical and dental plans are offered.

Life Insurance – County program is provided, employee may subscribe to a voluntary supplemental program.

Long Term Disability – County paid program available.

Vacation Leave – Initial monthly accrual rate is 10 hours, up to maximum accumulation of 240 hours.

Sick Leave – Monthly accrual is 8 hours.

Annual Management Administrative Leave – 94 non- accruable leave hours are credited each January 1st (prorated for those hired after January 1st).

Management Longevity Leave – After 10 years of service, employee is eligible for a 2.5% longevity differential; an additional 2.5% differential is available after 15 years of service.

Holiday Personal Credit – Accrual of 2 hours each month, up to 40 hours.

Executive Professional Development Reimbursement – Eligible for reimbursement of \$925 each 2-year period for qualifying expenses.

Deferred Compensation Plan – County contributes \$85, plus an additional \$150, per month upon qualifying employee contributions.

APPLICATION AND SELECTION PROCESS:

The closing date for this recruitment is midnight, **Wednesday, November 23, 2016**. To be considered for this outstanding opportunity, please apply online at www.cccounty.us/hr and complete an abbreviated Contra Costa County application (takes approximately 15 minutes) and attach your resume and a cover letter describing your qualifications.

Following the closing date, application materials will be evaluated in relation to the criteria articulated in this brochure. Applicants with the most relevant qualifications will be granted a preliminary interview with a County representative. Candidates deemed to be the best qualified will be invited to respond to a supplemental questionnaire, to further evaluate relative experience and overall suitability for this position, and participate in panel interviews scheduled for December 15th. A selection is anticipated following the completion of an extensive background and reference checks and compensation negotiations. Only the candidates deemed most qualified will be asked to provide references once it is anticipated that they may be recommended as finalists. Please note that references will not be contacted until near the end of the process and in close coordination with the candidate.

Search Schedule

Application filing deadline.....	November 23, 2016
Preliminary Interviews.....	November 28 through December 2, 2016
Recommendation of Candidates.....	December 6, 2016
Interview Process.....	December 15, 2016

These dates have been confirmed and it is recommended that you plan your calendar accordingly.

Contact Kathy Ito with any questions at:

- (925) 335-1754
- kathy.ito@hrd.cccounty.us