

**Job Description**  
**Durham County System of Care Manager**

- Title:** Durham County System of Care Manager
- Qualifications:** Master's Degree in human services or public policy or commensurate experience. Proven ability to create system change in the face of barriers  
Demonstrated record of facilitating effective inter-agency collaboration across professional disciplines  
Minimum of five years in a community or human service organization  
Minimum of five years in project management within a public agency setting, including budget oversight, cross-system collaboration and outcome measurement  
Outstanding written and oral communication skills  
Proven leadership skills  
Familiarity with Systems of Care and experience in Durham preferred  
Self starter and ability to work independently
- Reports To:** Durham County System of Care Council; DPS SOC Coordinator for day-to-day administrative details
- Job Goal:** To provide dynamic leadership in the development, coordination, implementation and evaluation of Durham's System of Care (SOC). Durham's SOC is a county-wide integrated network of community services and resources supported by collaboration among families, professionals, and the community. The local SOC integrates the work of education, juvenile justice, health, mental health, child welfare, family and treatment courts, and other community organizations with families through team decision-making structures that require shared responsibility and accountability to assure that Durham's children and families have access to the services and supports they need.
- Performance Responsibilities:**
- 1. LEADERSHIP**
- Provides leadership in developing Durham's SOC to achieve desired outcomes for children and families.
  - Provides leadership in implementing policies, procedures and practices across the child-serving agencies in Durham that are consistent with the values and principles of SOC as outlines in Durham's Memorandum of Agreement.

- Facilitates collaboration among all the child-serving systems to ensure consistent implementation of these policies and procedures and to ensure continuous consensus building and ownership.
- Understands and actively promotes SOC throughout the county, identifying ways in which efforts aimed at improving outcomes for children and families can be better coordinated.
- Recognizes barriers that naturally occur in a system change process of this magnitude, and in partnership with the SOC Council, develops and implements strategies necessary for sustained system improvement.

## 2. STRATEGIC DEVELOPMENT

In partnership with the SOC Council:

- Assesses opportunities and barriers to achieve a seamless SOC across all systems and among government departments.
- Develops long-and-short-term goals and objectives for the development and implementation of Durham's System of Care.
- Stays abreast of local, state and federal issues that could impact a sustained local SOC.

## 3. CUSTOMER FOCUS

- Seeks opportunities to effectively communicate with the public and private child-serving agencies and the community to share information about Durham's System of Care.
- Serves as a liaison between all the child serving agencies and the community-at-large.
- Coordinate cross-agency communication and planning issues as needed.

## 4. INFORMATION, ANALYSES AND EVALUATION

- Provides leadership in evaluating the implementation of all aspects of the county-wide SOC.
- Evaluates long-and short-term goals to determine effectiveness and to identify needs.
- Develops, oversees implementation and monitors: outcomes database, SOC Website and other cross-agency IT Systems.
- Shares responsibility for the SOC outcomes.
- Uses data and information to guide program decisions.

## 5. HUMAN RESOURCES

- Assists in the development of a county-wide cross-agency SOC training plan and oversees implementation.
- Assists in screening selection and placement of personnel.
- Directly supervises and delegates responsibilities to the SOC staff.
- Evaluates staff according to established personnel policies.
- Plans and accomplishes personal and professional growth objectives.

- Models and promotes SOC values and principles in daily activities and in staff supervision.
- Demonstrates professional ethics.

#### 6. PROCESS MANAGEMENT

- Organizes and provides support to SOC Council.
- Informs appropriate SOC Council members of actual and/or potential challenges and barriers.
- Develops and maintains cross-agency protocols, Child and Family Team Handbook and related tools.
- Prepares or assists in the preparation of the budget and administers funds as assigned in accordance with the contract with The Durham Center for SOC Infrastructure.
- Coordinates with other departments or agencies to ensure funds are coordinated for maximum effectiveness.
- Maintains and oversees the maintenance of accurate and up-to-date inventories of all equipment, materials and supplies as required.
- Prepares and/or oversees the preparation of records and reports as required.
- Uses as continuous improvement processes to assess status of Durham's SOC implementation, align current activities with overall goals, and ensure effective strategic planning at least annually.

#### 7. RESULTS

- Informs the SOC Council, the Durham Directors and other entities as appropriate regarding the status of Durham's SOC.
- Uses evaluation results as future planning.

#### 8. Other Duties and Responsibilities as Determined by the SOC Council.