



The City of Alexandria, Virginia Invites Applications For



Department of Community And Human Services Center for Operations Director Position

Are you a systems thinker, highly organized, and a visionary leader? Are you well versed in the essential business functions that advance and support internal operations of a large organization to meet the external needs of a diverse community? Are you able to work in a multidisciplinary team, responsive and committed to excellent customer service and equity in service delivery? If yes, we would love for you to join our team!

The Community

The City of Alexandria is an independent city in the Commonwealth of Virginia located and is bordered by the District of Columbia and Arlington and Fairfax counties. With a population of approximately 157,594, it is the sixth largest city in the Commonwealth. The City is racially and ethnically diverse. Overall African Americans comprise approximately 21 percent of the residential population, Latinos constitute 17 percent, and Asians constitute almost 6 percent. More than 16,000 students are enrolled in the City's public schools, and they are from 119 different countries and speak 121 different languages. The City's average median household income is \$119,000.

Salary & Benefits

The salary range is \$155,000 to \$180,000. The City of Alexandria offers a robust benefits package that includes annual leave, holidays, parental and sick leave; a retirement plan; bilingual pay; health insurance, dental plan, life insurance, and long-term disability insurance; flexible Spending Accounts (Health and Dependent) optional deferred compensation (ICMA); credit union membership; sick leave bank, wellness initiatives and an employee assistance plan.

Position Overview

The City of Alexandria, Virginia, Department of Community and Human Services (DCHS), seeks a highly motivated, innovative and visionary individual for the position of Director of the Center for Operations. The ideal candidate will have an active knowledge of the business systems and processes necessary to effectively manage and optimize the operation of a large and multi-disciplinary organization committed to advancing safety, well-being, self-sufficiency and equity in the City of Alexandria. The ideal candidate will have a demonstrated ability to provide operational leadership, management and support an organization providing a wide range of human and social services. The ideal candidate will also be a proven and creative problem solver, trust builder and accountable decision maker with an ability to develop and maintain positive and results oriented relationships with a diverse group of staff, community partners and other stakeholders.

Reporting to the Department Director, the Director of the Center for Operations position is a vital member of the leadership team and has the primary responsibility of leading the day-to-day operations of the team that manages the department's Administrative Support, Emergency/Facilities Management, Finance, Human Resources and Information Technology units. The incumbent in this position collaborates with the members of the leadership team, staff, related City Departments and community partners to implement key initiatives. The position recommends and implements strategic goals, policies and practices that will optimize the overall efficiency and effectiveness of DCHS' service delivery systems. The incumbent in this position will also provide mentorship, coaching, team building and performance management that lead to a culture of accountability, collaboration, continuous improvement and responsiveness.

Department Overview

DCHS, through a staff compliment of close to 700 employees, provides critical services including: behavioral health, child welfare, developmental disabilities, domestic violence/sexual assault, early childhood, economic supports, homeless prevention, public benefits assistance, residential, substance use, workforce development, and youth development services for individuals across the lifespan. The department provides the services through three centers: Center for Adult Services, Center for Children and Families, and Center for Economic Support.

DCHS works to provide the highest quality of services to support individuals and families as they work to accomplish their goals and overcome critical challenges. The dedicated and highly skilled staff draw on their expertise and best practices to assure that those we serve are engaged most effectively and that their needs are met. The bravery, hard work and resiliency of the residents who access our services are routinely demonstrated, and we continue to learn from their achievements.

As an organization, DCHS focuses on key elements that provide the best experience and outcomes for those we serve, including improving access to services, utilizing trauma informed and culturally relevant approaches, advancing equity, attracting and retaining the best staff, community partnerships, unified planning approaches and increasing the integration of our services. We also work to maximize revenue and diversify our funding to address resource challenges.

If you are an enthusiastic individual with the pre-requisite experience and are excited about joining an organization focused on providing high quality results-oriented programs and services for individuals and families, you are encouraged to apply for this job opportunity.

For more details about the position or to apply visit:

https://evqk.fa.us8.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_1/job/2801



Department of Community and Human Services

At a Glance

See highlights of the work performed by our **650+ staff**, the perseverance of the Department of Community and Human Service's clients, and the commitment of our community partners and volunteers as we work to **improve the well-being, safety and self-sufficiency of city residents**.

KATE GARVEY, DEPARTMENT DIRECTOR



- Alexandria Council of Human Services Organizations
- Community and ACPS Partnerships
- Department-wide Oversight and Leadership
- Organizational Development and Equity
- Service Integration
- Strategic Planning
- Support for Human Services Boards and Commissions

FEDERICO GUTIERREZ, DEPUTY DIRECTOR



- Alexandria Fund for Human Services
- Communications
- Contracts/Agreements
- Data Management and Analysis
- Quality Assurance
- Service Integration
- Support for Friends of the Alexandria Mental Health Center
- Support for Local Human Rights Committee

CENTER FOR ADULT SERVICES

Phil Caldwell, Director and Community Services Board Executive Director

- Adult Protective Services
- Aging & Adult Services
- Day Support & Vocational Services
- Developmental Disability Case Management & Discharge Planning
- Emergency and Crisis Response Services
- Jail Services
- Psychiatric Services
- Opioid Treatment Program
- Outpatient Mental Health & Substance Use Treatment Services
- Residential Treatment & Services
- Support for Community Services Board
- Support for Commission on Aging
- Transitioning Adults Into Leaving Successfully (TRAILS) First Episode Psychosis



CENTER FOR ECONOMIC SUPPORT

Lesa Gilbert, Director & Social Services Director

- Benefits Programs (SNAP, TANF, Medicaid)
- Customer Relations
- Economic Mobility
- Homeless Continuum of Care
- Office of Community Services / Community Action Agency
- Support for Commission on Employment
- Support for Economic Opportunities Commission
- Support for Social Services Advisory Board
- Workforce Development Center



CENTER FOR CHILDREN & FAMILIES

Barbara Paulson, Director

- Children and Family Behavioral Health Services
- Children's Services Act (CSA)
- Child Welfare Services
- Domestic Violence/Sexual Assault Services
- Early Childhood Development Services
- Support for Alexandria Community Policy Team
- Support for Children, Youth and Family Collaborative Commission
- Support for Commission for Women
- Youth Development & Services



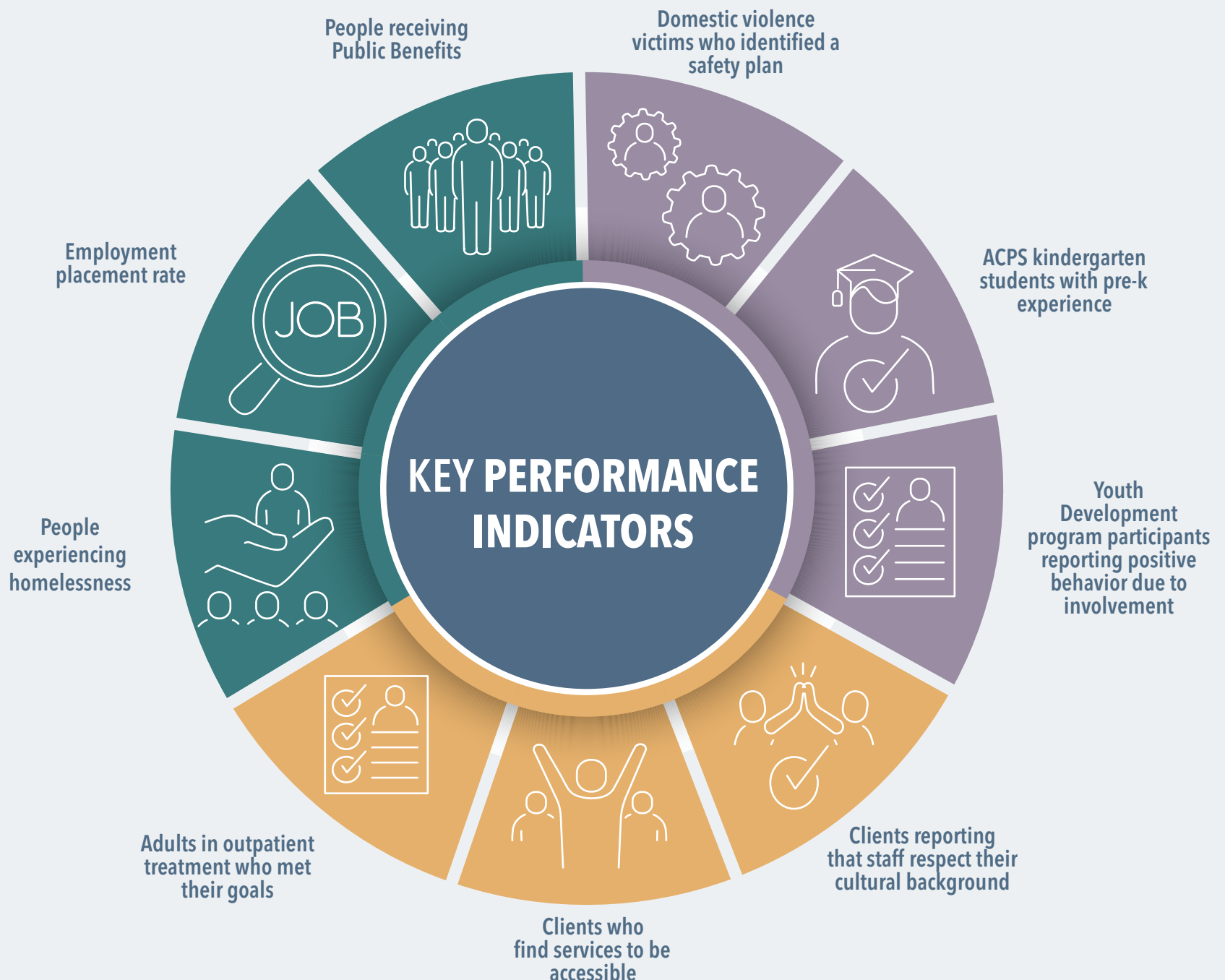
DIRECTOR OF THE CENTER FOR OPERATIONS

Vacant

- Facilities
- Finance
- Human Resources
- Support for Sheltered Homes of Alexandria
- Technology Services
- Emergency Management
- Administrative Support



For more information, scan the **QR code**.



LIVES POSITIVELY AFFECTED BY DCHS IN FY 2023

410 
Workforce Development clients got jobs after completing upskilling

 **ACORP** engaged **272** people through safe behavioral health crisis response carried out by a clinician and police officer

Emergency and Crisis Services had **+8,484** crisis-related contacts

 **38,285** Alexandrians are **Medicaid** recipients


SNAP food assistance provided to **10,975** household members 

 **Residential group homes** provided housing and supportive services to **162** residents

The Sexual Assault Center helped answer **891** domestic violence hotline calls

Division of Aging and Adult Services served **1,263** older adults

Child Protective Services **100%** of children who previously experienced abuse/neglect and received services from CPS did not experience another finding of maltreatment

Alexandria Fund for Human Services grant partners helped **55,559** residents with childcare, emergency financial assistance, food, employment training, literacy, healthcare and rent. 

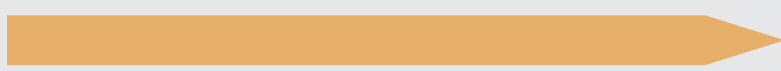
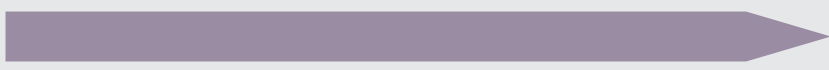
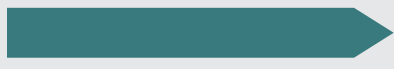

Child and Family Behavioral Health supported **834** clients 

Customer Relations received **71,921** calls through the Call Center and served **16,241** walk-in customers 

Alexandria Recurring Income for Success and Equity (ARISE) supported **170** households with guaranteed monthly income



DCHS FY 2024 BUDGET

		EXPENDITURES BY AREA
Center for Adult Services		\$38,782,728
Center for Children & Families		\$39,187,159
Center for Economic Support		\$17,995,891
Administrative Services		\$11,436,871
FY2024 DCHS TOTAL		\$107,402,649