DCF Manager – Bureau Director
Department of Children & Families
Division of Safety & Permanence
Bureau of Youth Services

POSITION SUMMARY

This position reports to the Deputy Administrator of the Division of Safety and Permanence (DSP) in the Department of Children and Families and is responsible for managing operations of the Bureau of Youth Services in DSP. The position is part of the DSP senior management team and provides statewide leadership to the Wisconsin child protective services, youth justice, runaway and homeless youth and other adolescent programs. In addition, this position consults and coordinates with Budget, Finance, BITS, and the Bureau of Strategic Agency Programs (BSAP) as needed. The position supervises the managers and staff of the bureau. The position also works with county, tribal, and private agencies involved in the delivery of youth justice, child protection and youth services and has the primary responsibility for oversight of community-based youth justice services in Wisconsin.

The position manages the following functions: community-based youth justice (YJ) including the diversion of youth from the justice system, the prevention of delinquency, the treatment of youth in conflict with the law, truants and other status offenders, and the reduction of crossover youth and recidivism. Additionally, this position manages the development and implementation of a cohesive youth services safety net including independent living (IL) runaway and homeless youth services (RHY), Brighter Futures prevention programs (BFI), anti-human trafficking (AHT), and other programs designed to support positive outcomes for youth in the areas of education, employment, housing, and social emotional development. This position is responsible for promoting effective and coordinated services to youth in all jurisdictions of the state, and for strengthening a community of service providers with training, data, and continuous quality improvement in the above programs. This position provides quality oversight and technical assistance to the county child welfare systems and local and regional youth service and YJ providers. The position is responsible for working to ensure compliance with federal requirements.

The duties include the development and implementation of program policies and procedures to ensure effective delivery of YJ, IL, RHY, AHT, and BFI services in Wisconsin and statewide oversight of services provided at the local level. The position coordinates YJ and other Youth Services program activities with other Bureau and Division programs, with other Divisions and offices within the Department, and with other Departments. The position develops and maintains contacts with public and private providers and plays a lead role in implementing new program and policy initiatives and resolution of service delivery issues with providers. The position also advises the Department on YJ and Youth Services policy, including federal and state legislation, administrative rules and program standards.

In addition, as a member of the Division senior leadership team, this position provides coordination and direction across the Division's portfolio of strategic projects advancing the Division's strategic objectives. The position serves as executive sponsor on key division strategic projects, guiding teams through the process from ideation through implementation.

(Rated PD Only) TR1	TR2	TIME	GOALS AND WORKER ACTIVITIES
		25%	**A. Strengthen the delivery of youth justice (YJ) services in the context of the broader child welfare system**
			A1. Direct the development and implementation of program policies, procedures and technical assistance for youth justice agencies.

A2. Manage the analysis of federal and state legislation and administrative rules pertaining to YJ services. Provide analysis of federal and state proposals. Develop state legislative and rule proposals to implement YJ program policy and service objectives.

A3. Collaborate with the Department of Corrections and Department of Justice on areas of shared or related responsibility with respect to the youth justice system.

A4. Oversee the ongoing monitoring of services to families and children in youth justice, including JIPS and delinquency.

A5. Oversee the management of the state/county contracts related to Youth justice.

A6. Direct the development, submission and implementation of any federal plans related to YJ.

A7. Work with the Division of Milwaukee Child Welfare, Milwaukee County Delinquency, county, tribal, service provider and advocacy agencies to develop and implement strategies to keep families and children safe.

A8. Develop and maintain good working relationships between the Bureau and the customers and partners involved with YJ programs.

A9. Provide policy direction, training and technical assistance to support delivery of services at the local level.

A10. Develop policies and procedures to ensure YJ services are provided in a culturally appropriate and equitable manner.

A11. Promote the inclusion and elevation of the voices of youth with lived experience in YJ system policies and operations.

25% **B. Manage the development and implementation of youth transition programs and services.**

B1. Collaborate with other service delivery systems, including health care, mental health and education to provide appropriate, effective services to transition age youth in and at-risk of child welfare and YJ involvement.

B2. Collaborate with other Bureaus, Divisions and Departments to establish policy and procedures regarding case planning for youth served in the child welfare system.

B3. Work with selected agencies, counties, tribes and youth services providers to implement the youth services programs across the state.

B4. Establish processes to review youth services for efficacy. Develop and monitor outcome measurement systems to understand and evaluate the performance of contractors for youth services.

B5. Implement policy and program initiatives to improve lifelong permanency and well-being for children and families in the child welfare system, including educational, health, employment, and housing outcomes.

B6. Promote the inclusion and elevation of the voices of youth with lived experience in the development and operation of youth-serving programs.

25% **C. As a member of the Division's senior leadership team, support the timely planning and execution of Division strategic priorities. Collaborate across the division to ensure alignment and coordination.**

C1. Assist project teams as an executive sponsor, including supporting project teams in utilizing project management tools/framework and portfolio management tools to manage projects with consistent tools .

C2. Manage resources to ensure the successful implementation of the strategic plan, ensuring coordination with training, eWiSACWIS and communications.

C3. Act as champion for Division strategic priorities, both internally and externally.

C4. Support team leads, section mangers and staff in a matrix management system to manage projects, including communicating key expectations to supervisors and staff.

C5. Support project teams in identifying and mitigating risks and identifying options and strategies.

20% D. **Manage the overall operation of the Bureau, including implementing management practices to utilize Bureau staff and program resources effectively.**

D1. Manage the recruitment, supervision, training and evaluation of Bureau staff.

D2. Direct planning and development of strategic goals, policies, procedures and action plans for Bureau programs.

D3. Oversee the statewide administration of Bureau programs, including effective service delivery by contract agencies.

D4. Manage work assignments to staff and prioritize assignments to focus on the primary responsibilities of the Bureau.

D5. Manage communication processes within the Bureau to keep staff informed of Department and Division priorities, make program information available, and allow ongoing monitoring and evaluation of Bureau activities.

D6. Provide leadership in meeting Department and Division strategic goals and implementing action plans.

D7. Approve Bureau contracts and expenditures to ensure consistency with Department fiscal procedures and the Bureau operating budget. Implement fiscal control procedures within the Bureau to manage funds effectively.

D8. Coordinate the activities of individual Bureau programs to ensure effective utilization of staff resources and program funds.

D9. Ensure that Bureau operations are consistent with the overall objectives of the Department and Division.

5% **E. Manage the Bureau workforce, including Affirmative Action and Civil Rights Programs.**

E1. Ensure the Bureau workplace is a positive environment that is free from harassment and supportive of individual employees. Respond to employee concerns regarding the workplace environment.

E2. Establish Affirmative Action goals for the Bureau to recruit and maintain a diverse workforce. Provide leadership to ensure under-represented groups have an opportunity to learn about and compete for office job opportunities. Develop and implement strategies to support the goal of staff diversity.

E3. Ensure the Bureau's selection process provides fairness and equal opportunity for all applicants. Review personnel actions to ensure compliance with Civil Rights requirements and commitment to AA objectives.

E4. Ensure Bureau employees have opportunities for job-related training and professional development. Support employees to develop their talents and further their careers.

E5. Conduct employee performance evaluations and implement performance improvement plans as necessary

E6. Conduct investigations of work rule violations and impose progressive discipline as necessary.

KR1 KR2 KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of youth transition theory, principles and practices in the field of child welfare and youth justice.
2. Knowledge of federal and state laws, regulations, standards and policies in human services, including child protective services and youth justice services.
3. Knowledge of the runaway and homeless youth system.
4. Knowledge of the impact of trauma and the use of trauma-informed principles.
5. Extensive knowledge of the theories and practices of administration, management and supervision.
6. Extensive knowledge of the theories and practices of successful program and policy development and implementation, and planning techniques such as strategic planning for public human services.
7. Extensive knowledge of change management and organizational effectiveness.
8. Considerable knowledge of the state budget, legislative and administrative rule processes.
9. Considerable knowledge of the operation of county government and community based organizations.
10. Considerable knowledge of budgeting practices and processes for state and local human services agencies.
11. Extensive skill in analyzing policy options and the effects of policy on service recipients, service delivery and administration.
12. Extensive skill in utilizing group processes for policy and program development.
13. Extensive skill in oral communications sufficient to successfully articulate issues and engage the support of legislators and other public officials, providers, advocates and service recipients.
14. Extensive skill in analyzing data and its administrative and program significance.
15. Extensive skill in written communications in order to prepare well-organized, concise documents such as position papers, requests for proposals, reports and planning documents.
16. Extensive skill in project management.