

# *North Carolina Social Work Certification and Licensure Board*



## **Director of Operations Position Announcement April 22, 2024**

Salary range: \$75,000-\$90,000 plus generous benefits  
Applications requested by **May 31, 2024** and accepted until position is filled.

## The Opportunity

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The North Carolina Social Work Certification and Licensure Board (NCSWCLB), an occupational licensing board of the state, with over 16,000 licensees/certificate holders, is seeking applicants for a newly created Director of Operations position. Successful candidates will be organized, dependable, reliable, diligent, earnest, detail-oriented, and be a team player, who is able to work independently with close attention to detail and accomplish tasks with a high level of accuracy. This new role will provide operational and organizational support to Executive Director, Elizabeth Pope, in the following areas:

- Overseeing office administration
- Optimizing the use of technology and other processes to ensure documents and applications are reviewed, tracked, and up-to-date
- Tracking key data required by the State of North Carolina
- Supporting members of the Board
- Meeting with stakeholders to answer questions, address concerns and implement updates, as needed

This position is being added to help support the NCSWCLB's role as the regulatory authority that administers and enforces the North Carolina Social Worker Certification and Licensure Act, which protects the public by setting standards for qualification, training, and experience for those who seek to represent themselves to the public as social workers, certified social workers, or licensed clinical social workers. The ideal candidate will have a passion for the important role of social workers, be familiar with the requirements to obtain or have a current and active North Carolina LCSW license in good standing, have extensive understanding of the scope of social work practice at all levels, including clinical knowledge, skills, and abilities, and help promote the high standards of professional performance for those engaged in the practice of social work.

## North Carolina Social Work Certification and Licensure Board

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NCSWCLB's mission is to protect the public by setting standards for qualification, training, and experience for those who seek to represent themselves to the public as certified social workers or licensed clinical social workers and by promoting high standards of professional performance for those engaged in the practice of social work in accordance with the Social Worker Certification and Licensure Act.



Applicants for both certification (voluntary) and licensure (mandatory for clinical practice) are evaluated by the Board to ensure that only qualified and competent practitioners are certified or licensed. NCSWCLB also investigates and renders decisions regarding allegations of professional misconduct against certified and licensed social workers.

Comprised of seven members including five certified or licensed social workers and two public members (non-social workers), Board members are appointed by the Governor to serve a three-year term and may be re-appointed for one additional term. All members of the Board are residents of North Carolina and professional members must have three years of social work experience prior to the appointment.

NCSWCLB is currently seeking highly qualified candidates who can help support the Executive Director with day-to-day operations, serve as the point person for administrative and technology tasks, support the work of the Board, track important data, and draw on their expertise in the field of social work to review and respond to submissions and concerns.

The successful candidate will join a dedicated and tenured team. Candidates for the Director of Operations position should be comfortable and accomplished in working in a fast-paced, high-volume environment. The majority of this staff member's time will be spent on administrative tasks.

The organization's strategic goals are revisited throughout the year and reviewed annually to allow for adjustments in response to changes in the regulatory environment. The goals this year include establishing educational resources for posting on the Board's website, electronic storage of files, and preparing for inclusion in the social work licensure compact.

## The Location

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NCSWCLB is located in Asheboro, North Carolina, named an All-American City by the National Civic League. Asheboro is located conveniently in the heart of North Carolina, approximately 70 miles from Raleigh and Charlotte.

In recent years, Asheboro has become a popular destination thanks to thriving restaurants and local attractions including the American Classic Motorcycle Museum, downtown's Bicentennial Park, the North Carolina Zoo, Uwharrie National Forest, Historic Pisgah Covered Bridge and the North Carolina Aviation Museum and Hall of Fame. Residents and visitors also enjoy concerts, plays and shows in the Historic Sunset Theatre. Asheboro has something for everyone in a location that is close to North Carolina's major cities.



# Position Overview

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The Director of Operations is a newly created position, reporting to the Executive Director. This role has been developed to offer high level support to the Executive Director by overseeing daily operations and administrative functions of the Board in alignment with strategic goals; managing the implementation and optimization of technology solutions across operations to include project management of migration from paper to electronic database; collaboration with the Executive Director and Board members to develop and implement policy and strategic planning; and lead operational planning and initiatives to improve efficiency and effectiveness across NCSWCLB's operations. As a senior level position, the Director of Operations will be responsible for filling in for the Executive Director's absence and supervising staff.

The Director of Operations is a full-time role, required to be on-site at NCSWCLB's offices in Asheboro.

## **Primary Duties and Responsibilities:**

### **Primary Responsibilities**

#### **A. Administrative and Management Responsibilities:**

- Familiarity with Statutes and Rules governing social work practice in North Carolina.
- Oversee administrative policies within the office, recommending process changes as appropriate, for Executive Director's consideration.
- Collaborate with Executive Director and other staff to address administrative support issues as needed, to include review and modification of forms and documents, resolving IT issues, and disposition of records.
- Assist the Executive Director in gathering necessary data based on established processes and updates mandated by the State for the preparation of monthly, quarterly, and annual administrative and State reports.
- Act as a member of the Board's IT committee and be available for any special projects that may arise from participation on this committee.
- Maintain Board's website through regular updates and collaborate with web developer/hosting company as needed to implement updates when needed.
- Review applicants (initial and renewal) requiring individual review due to special circumstances to determine follow up or Board review.
- Review and approval of six-month review documents submitted by associate licensees (which may include a case summary and supervision logs) for compliance with reporting requirements, the Board's definition of clinical social work practice, appropriate practice setting, and adequate supervision of clinical practice.
- Review submissions by Associate licensees for compliance and consult with Executive Director and/or Ethics Coordinator as needed for matters involving special circumstances such as unsupervised practice, unlicensed practice and/or ethics related issues.

- Field miscellaneous incoming communications related to ethical concerns, clinical practice and supervision, and other inquiries regarding the Statute and Rules as they relate to certification and licensing standards for social work practice. On average, the Board processes 2,500 applications, 7,000 renewals and over 100 ethical inquiries annually.
- Manage and update the [Supervisor Roster](#) located on the Board's Website.
- Oversee special projects as directed by Executive Director and cover executive responsibilities as directed by or in the absence of the Executive Director related to management of human resources, staffing models, professional development, and workplace culture initiatives.

## **B. Collateral Relations:**

- Attend Board meetings as established on the posted [schedule](#) and collaborate with Executive Director to develop long-term operational strategies that will expand Education Outreach efforts including establishing instructional videos for the Board's website.
- Attend and participate in Association of Social Work Boards meetings, representing the Board when needed, including the Association of Social Work Boards Administrators Forum.
- Meet with stakeholders as deemed necessary regarding the regulatory process, social work practice guidelines established by Statute and Rules, and/or to address concerns.
- Oversight and collaboration with software and website developers to implement updates.
- Answer phone lines and field general inquiries related to certification and licensure.

## **Desired Attributes and Qualifications**

Candidates should be technologically savvy, have excellent oral, written and public liaison skills. A minimum of five years of post-licensure clinical social work practice experience is preferred.

### **Qualifications**

- Bachelor's degree in Public Administration, Business Administration, Social Work, or a related field; Master's preferred.
- Significant leadership experience in a senior management role, preferably in a nonprofit, or regulatory organization.
- Demonstrated ability to develop and implement strategic plans.
- Strong advocacy, public speaking, and interpersonal skills.
- In-depth knowledge of state legislative processes, social work practice, and regulatory compliance.
- Ability to navigate complex relationships and build partnerships.
- Proven track record with program management and ability to begin and see to completion complex projects.
- Proficiency in Microsoft Office, Microsoft Outlook, and experience working with cloud-based software systems.

## **Compensation/Benefits**

The salary range for the position is \$75,000 - \$90,000 per year, plus comprehensive benefits. Salary is commensurate with candidate's education, experience, and training. This is a full-time exempt position. The benefits package including medical, dental and vision plans in addition to a Board sponsored SEP IRA, and generous paid time off program. NCSWCLB is an Equal Opportunity Employer (EOE).

## **To Apply**

To apply for this position, please send a cover letter and resume to Elizabeth Pope, Executive Director at [epope@ncswboard.gov](mailto:epope@ncswboard.gov). Please note, a criminal background check will be conducted for the final candidate in addition to professional reference conversations.

[moss+ross](#) is working with NCSWCLB to maximize outreach for this position.