



Work With Us.



Job and Family Services Director

Hamilton County is seeking a dynamic, visionary leader to guide its Department of Job and Family Services (JFS) —an agency of 900 dedicated professionals delivering critical programs that keep kids safe, protect older adults, and provide financial stability and a path to self-sufficiency.

The department is one of the few metropolitan quadruple-combined public human service agencies in Ohio - providing public assistance, children's services, child support and workforce development programs to the community. The department's many duties include child protection, adult protection, childcare, child support enforcement, workforce development, cash assistance, food assistance, and medical assistance. Hamilton County Job and Family Services is accredited by the Council on Accreditation, an international, independent, not-for-profit child and family service accrediting organization.

As Director, you will set a strategic course for one of Ohio's largest social services agencies, shaping culture, driving innovation, and delivering meaningful community impact in alignment with the Department's core values of Care, Commit, and Enhance.

About the Role

The Director of the Hamilton County Department of Job and Family Services (JFS) serves under the Board of County Commissioners with reporting responsibility to the Ohio Department of Job and Family Services.

Reporting to the County Administrator and working closely with the Board of County Commissioners, the Director collaborates with County departments, community organizations, and state and federal agencies. The JFS Director leads the department's mission to meet the needs of vulnerable populations while strengthening families and communities. This role requires balancing regulatory compliance, fiscal accountability, program innovation, and meaningful community impact - all while leading a large, multidisciplinary workforce. Success in this role demands an engaged, strategic communicator who can build strong partnerships, foster trust, and drive results.

The Ideal Candidate

The next Director of Hamilton County Job and Family Services will be a dynamic and results-oriented leader who thrives in a complex, high-impact environment. The ideal candidate is energetic and motivated by a deep sense of public service, with a passion for improving lives through effective and innovative social service delivery.

This individual will recognize that strong social services are not only a safety net but also a foundation for community well-being and growth. They will understand the power of building and sustaining authentic community connections—with families, service providers, civic partners, and state and federal stakeholders—to advance equitable outcomes across the County.

Internally, the ideal candidate will be an inspiring leader who values and cultivates an engaged, passionate workforce. They will invest in staff development, foster a culture of collaboration, and set clear expectations for excellence. At the same time, they will champion a customer-service mindset, ensuring that every resident is treated with dignity, compassion, and respect in their interactions with JFS.

The Director must bring a strong financial acumen and a disciplined approach to fiscal stewardship. They will be committed to balancing regulatory accountability with innovation, ensuring resources are deployed responsibly while pursuing strategies that expand opportunity and long-term community impact.

Above all, the ideal candidate will embody the County's values of Care, Commit, and Enhance:

- Care through a focus on people, relationships, and outcomes that strengthen families and protect the most vulnerable;
- Commit through ethical leadership, accountability, and the delivery of measurable results; and
- Enhance by embracing change, fostering innovation, and anticipating the evolving needs of the community.

In short, the ideal candidate is a visionary leader who can translate strategy into action, unite diverse partners around shared goals, and drive meaningful change for the people of Hamilton County.

Key Functions

- Within the framework of federal and state laws and regulations that determines policies for JFS
- Engages in public relations with newspapers, radio, and television media, Ohio Job and Family Services representatives, county officials, and civic organizations
- Coordinates public welfare services with other social agencies
- Keeps the Board of County Commissioners and County Administrator informed of major policy changes, issues, and other matters of importance to the department
- Oversees the planning and administration of the Department of Job and Family Services programs, including preparation of the annual budget
- Advocates and represents public welfare services with other social agencies, appropriate national, state and local organizations involved with administering and enhancing job and family programs and services
- Performs other related duties as assigned

Qualifications

Required knowledge, skills and abilities of the Director of Job and Family Services include the following

Knowledge of:

- Approaches to address complex social issues, including basic human needs, education, economic opportunity, and equity
- Financial administration and budgeting, including grants, tax levies, and restricted funds
- Management practices and methods
- Labor relations, including negotiation and administration of a collective bargaining agreement
- Workforce planning
- Procedures for monitoring the progress/status of delegated responsibilities
- Public relations methods and practices
- Human resource management practices
- Job and Family Services social services policies and procedures
- Local government structure and process

Ability to:

- Work with abstract and concrete variables to develop policies and programs
- Consider many variables and determine specific action(s) (e.g., conduct research, and service delivery models and methods)
- Establish and maintain productive relationships with internal and external stakeholders
- Utilize technology to solve management and service related issues
- Analyze various types of data and draw reasonable conclusions
- Prepare meaningful, concise and accurate reports

- Prepare and deliver speeches before specialized audiences and general public
- Resolve complaints from customers and others
- Provide timely and accurate information to government officials

Required Education: A master's degree from an accredited college or university in Political Science, Public Administration, Business Administration, Human Resource Management, Social Services, Social Work, or a related Human services field is preferred but may be substituted with a bachelor's degree and three additional years of relevant experience (see below).

Required Experience: Seven years with the preferred master's degree or ten years with a bachelor's degree of administrative/managerial experience to include responsibility for managing the fiscal operations of an organization, agency, program or operational area and assisting in developing and implementing policies, programs, laws, administrative rules and or regulations. At least two years of experience must have been as a supervisor over subordinate staff and/or contractors

Other Requirements: The person selected must be willing to serve in the unclassified service as a condition of employment.

Issues and Challenges

The Director of Job and Family Services will face a wide range of operational, financial, and strategic challenges and opportunities, including:

- Ensuring effective care and positive outcomes for the significant number of youth entering the child welfare system
- Ensuring financial sustainability for the organization given the pending renewal of the County's Children's Services Levy and the rising costs of children placed in care
- Navigating ongoing changes in federal law, particularly within the SNAP and Medicaid programs, which directly impact eligibility, service delivery, and the financial stability of thousands of Hamilton County residents
- Continuing to deliver a consistently high level of customer service across all divisions, while fostering constructive and transparent relationships with the AFSCME bargaining unit to support a motivated and engaged workforce
- Developing and strengthening partnerships with outside agencies and community stakeholders to ensure a systemic, proactive, and coordinated approach to meeting client needs across all of the Agency's functions
- Leading the organization through a smooth and well-communicated transition to a new physical location in 2026, ensuring continuity of services for clients and staff throughout the process

Key Competencies

Strategic Thinking	Org Leadership & Culture	Financial Oversight
Program/Project Mgmt	Stakeholder Engagement	Policy & Regulatory Compliance
Performance Mgmt	Operational Decision Making	Change Mgmt & Adaptability

We Value and Take Care of Our Employees

- Annual salary: \$169,590 - \$195,020, dependent on qualifications and experience
- Employer-paid 14% contribution to OPERS retirement
- Generous paid time off: vacation, sick, 11 paid holidays, paid parental leave
- Medical insurance + free primary care, prescriptions, physical therapy and behavioral health services through Marathon Health
- Dental, vision, and life insurance
- Tuition reimbursement and tuition discounts... and more!

Community Profile

The Hamilton County Community

Hamilton County, anchored by Cincinnati—the third-largest city in Ohio—is both a historic and economic hub in the greater OH-KY-IN metropolitan area. Covering around 413 sq mi (with 406 sq mi of land), the county is home to an estimated 837,000 residents as of 2024, making it the state’s third-most populous county. Hamilton County’s robust and diversified employment landscape provides a dynamic environment for professional growth.

Economic & Workforce Profile

- **Labor Force & Unemployment:** As of June 2025, Hamilton County’s civilian labor force stood at approximately 440,800 people, and the unemployment rate was 5.1%, showing a modest uptick from earlier in the year. Across the broader Cincinnati region, unemployment has generally trended downward over recent years, while total regional employment surpassed 1.16 million as of mid-2024.
- **Industry Strength & Growth Forecast:** Hamilton County is a powerhouse in sectors such as Finance & Insurance, Retail Trade, Government, Professional/Scientific/Technical Services, Accommodation & Food Services, and Advanced Manufacturing. Employment and wage trend data from the Ohio Economic Profile indicate consistent activity—particularly in Health Care & Social Assistance, Manufacturing, and Professional & Technical Services.

Quality of Life & Community Character

- **Education & Institutions:** The county boasts a rich educational landscape—from the University of Cincinnati and Xavier University to numerous private and parochial schools.
- **Parks & Recreation:** Hamilton County and the City of Cincinnati offer expansive array of parks and green spaces, including Miami Whitewater Forest, Winton Woods, and Sharon Woods, forming part of the celebrated Great Parks system. Smale Riverfront Park, on the front doorstep of the community, offers a vibrant recreational space on the banks of the Ohio River.
- **Cultural & Demographic Resilience:** Diverse communities, particularly Hispanic and immigrant populations, have enriched neighborhoods like East Price Hill and downtown has seen revitalization through cultural entrepreneurship and new businesses.

Leading Employers

A mix of world-renowned corporations and local institutions anchor the county's economy and offer diverse career opportunities:

- Procter & Gamble (~11,000 employees), GE Aerospace (~9,000), Fifth Third Bank (~11,147), TriHealth (>13,000), and UC Health / University of Cincinnati (~10,000 employees each) rank among the largest employers in the region.

Selection Process

- Review of Applications
- Interviews (initial, and if determined necessary, a second)
- Selection of the preferred applicant and consideration of job offer terms
- Agreement on a start date (anticipated date is January 8, 2026)

Learn More & Apply Online

- Learn more about us here: www.hcjfs.org | [2024 Annual Report](#)
- Apply Online: Go to [Hamilton County's Employment Opportunities](#) web page to the "Job & Family Services, Director of Job and Family Services" posting for application instructions.
- Deadline to Apply: October 10, 2025