



## Position Description

*Managing Deputy Commissioner for Programs*

Department of Family and Support Services

## Mission

Working with community partners, we connect Chicago residents and families to resources that **build** stability, **support** their well-being, and **empower** them to thrive.

## Background - Department of Family and Support Services (DFSS)

DFSS is the largest human and social service funder in the City of Chicago. The department serves approximately 400,000 vulnerable Chicagoans every year through 7 service areas: children and youth services, human services, workforce, seniors, domestic violence and homelessness. The department provides critical services through its network of 350 not-for-profit agencies with an operating budget of \$481 million in federal, state and local funding.

## Role of the Managing Deputy Commissioner for Programs

The Managing Deputy Commissioner for Programs is a new role within DFSS. This position is one of two managing deputy positions. This position will serve as a key leadership role in of the department and will be a member of the department's Executive Leadership Team. The Executive Leadership Team is comprised of the Commissioner, First Deputy Commissioner over Finance and Administration and the other Managing Deputy Commissioner of programs. This position will report directly to the Commissioner and will be responsible for managing 3 to 4 program divisions. Each program division has a Deputy Commissioner that serves as the lead for the program portfolio. The Managing Deputy Commissioner will be responsible for coordinating assignments and strategies across program divisions to ensure an overall cohesiveness.

The Managing Deputy Commissioner will provide both strategic and tactical leadership to the program divisions. This includes:

- Ability to adapt annually to new opportunities without sacrificing program quality or operational excellence.
- Ability to bring depth to existing initiatives and create innovations that drive better outcomes for and focus on best practices and evidence.
- Serve as the expert and spokesperson for DFSS programs, including presentations to the Mayor's Office, funders, media and aldermen.
- Deliver annual goals with an eye toward future planning with a 2-3-year planning cycle.
- Lead the DFSS' shift from outputs to outcomes as part of the department's strategic framework.

## Key Functions

Under the direction of the Commissioner, the Managing Deputy Commissioner of Programs is responsible for managing the operations of program divisions, leading major social service efforts and special projects, directing mass care initiatives and helping teams set policy agendas for their program areas. Position responsibilities include:

- **Manage 3 to 4 Program Divisions – 55%**

Ensuring program goals and objectives are established and remain in compliance with overall departmental goals and grantor requirements as they relate to the overall well-being of Chicago's residents. In addition, this position is responsible for setting strategy and ensuring resources are linked to those in need. DFSS uses the Request for Proposals and contract specification/scope process to award contracts to selected service providers. This position

is responsible for approving RFPs and guiding the department's efforts to build the capacity of the department's contracted service providers through monitoring, training, technical assistance and resource development. Evaluation of departmental operations and/or modification of work standards, policies and procedures is also key. Each program division has a Deputy Commissioner who is responsible for managing the day-to-day tasks and the associated staff within the program divisions.

- **Lead Major Social Service Efforts and Special Projects Within the 3-4 Divisions – 15%**

On a regular basis, there is a need to manage special projects and program initiatives that may be short or long term as a result of city priorities, mayoral priorities or other special initiatives that fall within the 4 program divisions the Managing Deputy Commissioner manages. The Managing Deputy Commissioner is responsible for crafting the project plan and timeline as well as leading the execution of the project. These projects may include areas such as: Key activities may include obtaining input from multiple stakeholders, identifying the necessary resources, setting milestones, removing roadblocks and ensuring the project is executed on time. These initiatives may be DFSS focused or in collaboration with other City departments, sister agencies, delegate agencies and philanthropic partners. This position will also oversee the conduct of research to gather information on proposed initiatives and special projects; analyzes research findings and directs the preparation of operational reports and the presentation of recommendations.

- **Direct Mass Care Initiatives – 10%**

Serving as the liaison for the DFSS in emergency preparedness as it relates to human and social services within the City and the Office of Emergency Management and Communications. This position will be responsible for playing a key leadership role during heat and cold emergencies as well as coordinating mass care activities on behalf of DFSS. Responsibilities include support for programmatic delegate agencies who provide programming for vulnerable populations, departmental leadership as it relates to the Emergency Operations Center and/or attending planning and preparation meetings. The Managing Deputy Commissioner will work with the Deputy Commissioners who must lead and provide support for direct mass care initiatives.

- **Developing Policy Initiatives – 10%**

Position will support the Policy Team within DFSS to ensure that the program divisions stay abreast of policy related initiatives related to the relevant program division. Collaboration between the Program Divisions and the Policy Team will be expected to ensure important legislative topics are discussed and action taken when needed to maintain level funding and overall program support.

- **Other – 10%**

- Setting the strategic direction for new programs and initiatives that can support identified gaps and opportunities.
- Identifying best practices and broadly sharing models with a vast network of service providers by engaging in active contract management with internal teams and external providers.
- Leading staff who are responsible for working cross-functionally with administrative and support divisions including finance, contract management, grants, human resources, monitoring, policy and communications.
- Coordinating with leading local and national research partners to design program evaluations and analysis to improve services.
- Working collaboratively with local and national human service advocates, city departments, sister-agencies and the City's vast network of community partners to deliver a comprehensive strategy to serve Chicago residents.
- Responding to inquiries from the Mayor's Office, State and Federal Agencies related to assigned program areas.
- Representing DFSS the media and at meetings with city officials, governmental agencies, policy and advocacy organizations and service providers.

## Minimum Qualifications

- Graduation from an accredited college or university with a bachelor's degree in business, social work or public administration or a directly related field and supplemented by 7 years of managerial or project management experience;
- 4 or more years in management of social services programs preferably with an emphasis in workforce development programming including services for returning citizens and/or an understanding of mass care/emergency preparedness processes;
- Knowledge of logistic and coordination of emergency planning and ability to make decisions under pressure
- Proven track record in developing programs including outcome measures, research questions and evaluation criteria;
- Knowledge of grant making including the development of proposals, selection criteria and evaluation tools with the ability to make annual funding recommendations;
- Substantial, progressively responsible supervisory and staff development experience, which demonstrates the ability to manage multiple social service divisions at DFSS;
- Ability to work collaboratively with other leading social service partners including city and sister-agencies;
- Ability to plan and convene large groups of internal and external stakeholders;
- Strong political acumen, especially in addressing critical needs for in a resource constrained environment;
- Working knowledge of budget and project development/management;
- Proven ability to make presentations in a variety of settings; and to speak and write effectively;
- In-depth knowledge of social services and Chicago's network of human service organizations; subject matter expertise in one or more DFSS focus areas;
- Demonstrated leadership ability and supervisory experience;
- Ability to multi-task daily;
- Knowledge of and experience working with delegate agencies and/or non-for-profit organizations.

NOTE: To be considered for this position, you must provide a cover letter and resume detailing your work experience and your educational background. You must include job titles, dates of employment, and specific job duties.

**Interested Individuals please send your resume to the following:**

**Monica Rafac  
Deputy Commissioner  
1615 W. Chicago Avenue  
Chicago, IL 60622**

**[Monica.rafac@cityofchicago.org](mailto:Monica.rafac@cityofchicago.org)**

NOTE: A background investigation will be completed on the candidate selected for this position. Residency Requirement: All employees of the City of Chicago must be actual residents of the City of Chicago as outlined in 2-152-050 of the City of Chicago Municipal Code. Proof of residency will be required. If you would like to request a reasonable accommodation due to disability or pregnancy in order to participate in the application process, please contact the City of Chicago, Department of Human Resources, at 312-744-4976 or [disabilityaccommodations@cityofchicago.org](mailto:disabilityaccommodations@cityofchicago.org). Please be prepared to provide information in support of your reasonable accommodation request.

**ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ANY  
AND ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.**

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Lori E. Lightfoot, Mayor

Department of Human Resources

Christopher Owen, Commissioner