



Employment Opportunities

with



HAMILTON COUNTY

**JOB &
FAMILY**
SERVICES





Shared Services Departments

Supporting the Largest Department of Hamilton County

Accreditation monitors and oversees requirements to maintain the agency's accreditation by the Council on Accreditation of Children and Family Services.

Building Services operates and maintains HCJFS facilities; processes mail; manages security; maintenance; and use of county vehicles allocated to HCJFS; manages shipping and receiving; and operates the stockroom.

Children's Services Performance Improvement uses a variety of tools such as case audits, customer satisfaction surveys, program evaluations and an employee web site to continually monitor and improve HCJFS services to abused and neglected children and their families. The Out-of-Home Care Investigations unit conducts child welfare investigations in settings outside the child's natural home, such as foster homes, daycare centers and schools.

Public Relations includes the Communications Department, Customer Services Officers, and the Print Shop. Communications sets policy for, manages and operates HCJFS public relations, including communications with employees, agency customers and partners, general public and media. Customer Services Officers handle inquiries from customers of the major program areas. The Print Shop provides high-volume document duplication and printing.

Contract Services develops and monitors contracts with organizations and individuals who provide services to the agency and its customers.

Fiscal oversees the agency budget, payment, collection and internal financial auditing activities; projects revenues from government sources and forecasts expenditures; prepares an annual budget for approval by the Board of County Commissioners; and compiles reports required by various levels of government.

Human Resources provides payroll, employee and labor relations services; and administers employee recruitment and retention services, including Worker's Compensation, flexible benefits and the Employee Assistance Program.

Information Systems purchases, installs, programs, operates and maintains computer equipment; ensures on-line availability of critical systems; develops automated solutions to meet government mandates for services to the public; and coordinates computer training.

Program Quality Assurance monitors and evaluates agency programs for efficiency, effectiveness, customer service and compliance with federal and state regulations; and designs and initiates program improvements.



The Mission and Programs of HCJFS

The Hamilton County Department of Job and Family Services (HCJFS) is the largest division of Hamilton County government. It is also the largest combined public human services agency in Ohio – that is, welfare, child support and child protection programs all administered by a single organization. We, the HCJFS staff, provide services for our community today to enhance the quality of living for a better tomorrow.

HCJFS programs are:

- | | |
|---------------------------|----------------------------|
| Income Maintenance | Workforce Development |
| Child Support Services | Child Care Services |
| Integrated/Adult Services | Health Services/TB Control |
| Children's Services | |

Cincinnati, Hamilton County, Ohio

River cities are special, and anyone who has spent time in Cincinnati understands this. Cincinnati and its surrounding towns and villages are built with the grace and charm of Old World cities, but include all the facilities of a world-class business center. The area is headquarters to some of the world's largest corporations and many young companies experiencing exciting growth. The arts scene is eclectic with a little something for everyone, including the Contemporary Arts Center whose amazing new home was named by *The New York Times* as "the most important American building since the end of the Cold War." But locals will always consider Cincinnati to be first and foremost a sports town. The riverfront holds new arenas for both the Cincinnati Reds, the first-ever professional baseball team, and Cincinnati's resurgent Bengals.





Children's Services

Protecting Children

Hamilton County Children's Services is the local organization legally responsible for taking reports of child abuse, neglect and dependency; investigating those reports; and acting to protect child victims and children at risk. 241-KIDS, a part of Children's Services, is the county's 24-hour line for reporting child abuse and neglect.

- Investigates allegations and transfers cases to Family Services-Ongoing units when children are found to be at significant risk of serious harm
- Involves families and community partners in making decisions affecting children
- Provides services to help families. Services include drug abuse treatment, emergency housing, mental health counseling, and parent training.
- Places children who cannot be safe in their homes in temporary care with relatives, foster parents or institutional settings
- Recruits and trains foster and adoptive families
- Provides support to foster homes

Child Support

Supporting Families

Child Support is money required by law to be paid by one parent to another to help cover the costs of raising their children. Child Support affects more children than any other public program besides education. For low-income families, child support can make the difference between self-sufficiency and dependence on welfare. The HCJFS Child Support division enforces child support orders, locates parents who are not paying their support, helps establish paternity in cases of out-of-wedlock births, conducts hearings to modify child support orders, and performs other customer services



Income Maintenance

Serving the Needy

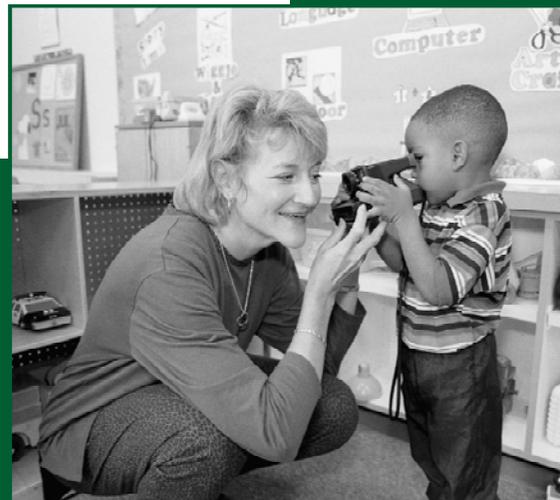
Through its Income Maintenance Division, HCJFS administers the major federal and state programs that provide basic support for children, families, pregnant women, elderly and disabled persons. These programs include cash assistance (Ohio Works First), food stamps (Ohio Direction Card) and Medicaid (includes Healthy Start/Healthy Families). Income Maintenance:

- Determines eligibility of applicants and recertifies consumers for benefits
- Refers applicants to other HCJFS divisions and community resources to promote self-sufficiency
- Administers healthcare, transportation and assistance programs for pregnant, Medicaid-eligible women.
- Helps prevent welfare fraud and collects money due to the agency

Child Care

Help for Working Parents

HCJFS Child Care Services partially covers the cost of child care for eligible low and moderate-income families. Parents choose from more than 2,000 home providers and centers that have contracts with HCJFS. The homes and centers are certified by Hamilton County or licensed by the state. This ensures that they meet health, safety and training standards. HCJFS inspects certified homes at least twice a year.





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