

LOUDOUN COUNTY, VIRGINIA
HUMAN RESOURCES PROGRAM MANAGER
DEPARTMENT OF FAMILY SERVICES



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Are you an experienced HR leader ready to shape workforce outcomes in a mission-driven local government? Do you excel in roles that combine strategic influence with hands-on leadership, guiding complex people decisions while strengthening systems, practices, and accountability, and supporting professionals focused on improving the quality of lives and increasing public safety?

Loudoun County is seeking a seasoned Human Resources professional to serve as the Human Resources Program Manager for its Department of Family Services (DFS). In this highly visible role, you will partner directly with executive leadership, support a diverse workforce delivering essential human services, and build the HR infrastructure that enables the department—and its people—to thrive.





THE POSITION

The Human Resources Program Manager is a senior, exempt HR leader who manages the Department of Family Services' Human Resources, including its Organizational Development program. The HR Program Manager will serve as a subject-matter expert and first-level supervisor for an HR team. This position reports directly to the DFS Director or the Director's designee.

Leading a small HR team, the HR Program Manager provides high-level consultation to the department on complex human resources matters, including recruitment and selection, workforce planning, performance management, employee relations, training, and organizational development. The role partners closely with Loudoun County's central Department of Human Resources (DHR) to ensure alignment with County policies, procedures, and employment laws while tailoring practices to meet DFS's operational needs. The position may also interface with County Attorneys.

This leader interprets and applies policy, advises on risk mitigation and best practices, and develops and implements standard operating procedures and process improvements that strengthen compliance, consistency, and service delivery.

This position supervises some staff and advises others, helping to ensure accurate and timely HR service delivery, and analyzes sensitive trends and issues (including employee relations patterns and survey feedback) to recommend actionable strategies. The HR Program Manager builds strong working relationships within the department and across the organization, maintains confidentiality, and supports reporting and systems requirements, including Oracle-related functionality used to perform key work responsibilities. The role also supports policy and procedure development, may manage contracts and track expenditures as assigned, and will be visible and accessible to internal customers.

[Please click here to view the comprehensive job description.](#)

DESIRED CAPABILITIES

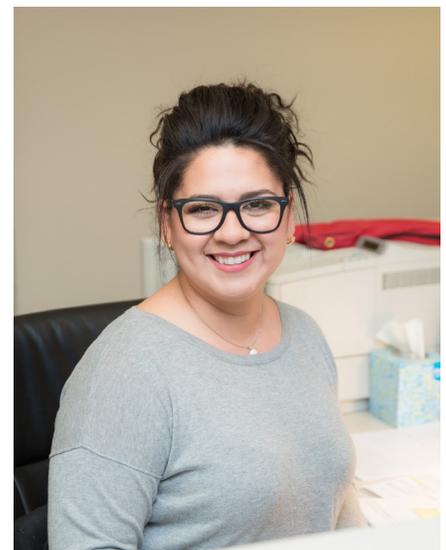
The ideal candidate is a well-rounded HR professional with extensive experience in employee relations and public-sector HR practices. The DFS is seeking a seasoned professional with at least four to five years of progressively responsible HR experience, including recruitment and selection, classification and compensation, and hands-on employee relations, such as performance management, conflict resolution, and investigation support. A solid understanding of compliance requirements (ADA, FMLA, EEO/EEOC) is essential. Experience in local government, unionized environments, and supporting social services or mandated programs is highly desirable.

A key capability is the ability to read, understand, and clearly communicate policies and requirements across both County and State contexts. This role requires navigating the overlaps and differences between state and County policies and translating them into practical guidance and consistent departmental practices. The HR Program Manager must be process-oriented and solution-focused, able to create durable procedures and documentation that support both centralized and decentralized operations, while serving as a trusted advisor to directors and managers in carrying out timely and compliant HR actions.

Success in this role depends on operational excellence, professional boundaries, and strong interpersonal judgment. The DFS seeks a confident, diplomatic, and collaborative leader who helps to elevate the department's sense of executive presence and can enforce policy consistently, maintain professional distance, and help supervisors confidently make and communicate difficult decisions. The candidate should be comfortable working in a small HR team environment where adaptability and coverage across all core HR functions are essential for smooth operations.

Exceptional communication skills are critical, including clear and credible verbal communication and strong writing. Emotional intelligence is also essential, enabling the HR Program Manager to handle sensitive personnel issues with empathy, manage tough conversations, resolve conflicts positively, and build trust within teams.

The role requires a strategic mindset and strong operational skills. The HR Program Manager should be able to analyze workforce trends and HR metrics, provide leadership with actionable reports on vacancies and recruitment progress, and recommend staffing solutions to improve recruiting, training, and retention over time. Equally important is understanding DFS program operations to provide credible HR guidance across multiple units, and to recognize how HR decisions and training investments impact interconnected human services partners.



MANAGEMENT & LEADERSHIP OPPORTUNITIES AND PRIORITIES

This is a high-impact leadership role for a seasoned HR professional who will serve as a trusted advisor to the DFS executive leadership and supervisors across a complex human services portfolio, with primary advice to the Department Director. The HR Program Manager will provide authoritative guidance on employee relations, recruitment and selection, policy implementation, and compliance, helping leaders apply policy and employment law consistently, even in difficult or unpopular situations. The role strengthens operational maturity, reinforces professional standards, and reduces unnecessary escalation by enhancing supervisor capability and accountability.

This position offers a unique opportunity to shape workforce strategy across DFS, supporting approximately 308 employees at three locations and influencing operations across diverse program areas, including mandated services such as Child Protective Services and Adult Protective Services. The HR Program Manager will lead efforts to address vacancy and retention challenges, particularly in Child Protective Services, by improving hiring, onboarding, and training practices to enhance fit, readiness, and long-term retention. The role also evaluates and improves documentation, standard operating procedures, and department-specific processes, ensuring alignment between County requirements with DFS needs, while partnering closely with central DHR, the County Attorney, and other county stakeholders.

Because DFS supports Emergency Support Function (ESF)-6 Mass Care, Emergency Assistance, Housing, and Human Services responsibilities, this leadership role requires flexibility beyond a traditional schedule. The HR Program Manager must model calm, credible leadership during periods of heightened need and departmental change, including evolving service priorities and organizational transitions.

QUALIFICATIONS

Required

- Bachelor’s degree in a related field.
- Five years of related HR work experience, including at least one year in a lead or supervisory capacity.
- An equivalent combination of education and experience may be acceptable.
- This is an essential personnel role, requiring availability beyond standard business hours when needed, including nights, weekends, and holidays, and the ability to report to work during County-designated emergency or unscheduled leave events.

Preferred

- PHR/SPHR, PSHRA-CP/PSHRA-SCP, SHRM-CP/SHRM/SCP or similar HR certification.
- Public sector/local government HR experience.



THE DEPARTMENT OF FAMILY SERVICES

Loudoun County's Department of Family Services (DFS) delivers essential, mission-critical human services that strengthen family stability, support self-sufficiency, and protect the county's most vulnerable residents. DFS administers a broad portfolio of programs and supports for children, youth, families, older adults, and individuals experiencing economic or personal crisis, including services delivered under state and federal mandates as well as local initiatives aligned with Loudoun's commitment to responsive, high-quality public service.

DFS's work spans both support and protection. The department connects eligible residents to benefits and basic supports such as nutrition, medical assistance, childcare assistance, and energy assistance; provides employment and training connections through workforce-focused services; and offers family and parent supports designed to promote stability and well-being. DFS also fulfills key protective functions, including responding to allegations of child abuse and neglect and supporting foster care and adoption-related services, while partnering across the community to coordinate care for children and families with complex needs.

DFS plays a central role in Loudoun's coordinated system of care for at-risk children and youth, including administration of the Children's Services Act (CSA) program. The County's DFS FY 2026 adopted budget is \$51,524,567 and includes 308 full-time equivalent positions. CSA appropriations are approximately \$10.3 million, reflecting the scale and importance of these services in supporting youth and families across the community.

For more information about the department, visit <https://www.loudoun.gov/107/Family-Services>.





THE ORGANIZATION

Loudoun County Government is a high-performing public organization made up of professionals who choose public service to make a meaningful difference. The County’s culture is often described through “The Loudoun Difference”: teamwork, community, and innovation. Employees consistently cite three reasons for choosing Loudoun: the people they work with, the community they serve, and the opportunity to do new and innovative things.

The County emphasizes a collaborative, inclusive, and respectful work environment and provides opportunities for both new and seasoned professionals to take on complex challenges, emerging issues, and innovative solutions as the community continues to grow.

Loudoun County Government has also been recognized as an employer where people can thrive and was included in Forbes’ America’s Best Large Employers for 2025, reflecting the County’s commitment to workplace culture and employee experience.



Across departments, Loudoun’s operating model is characterized by strong cross-functional partnerships, data-informed decision-making, and a focus on service delivery that meets the expectations of a sophisticated and engaged community.

THE COUNTY

Loudoun County operates under a traditional Board-Administrator form of government. A nine-member elected Board of Supervisors serves as the governing body, with the Chair elected at large and eight district-elected Supervisors serving concurrent four-year terms. The Board enacts laws, sets policy, approves the budget, and appoints residents to boards, authorities, and commissions. The County Administrator, appointed by and serving at the pleasure of the Board, carries out adopted policies and oversees the day-to-day operations and activities of County departments.

As a large, complex, and rapidly growing jurisdiction, Loudoun County is recognized for responsive services, strong community support, and organizational capacity. County operations span a broad portfolio, supporting community needs through departments that deliver internal services, infrastructure, health and human services, community development, public safety, and more.

Financially, Loudoun manages significant public resources and major service and capital priorities. The FY 2026 adopted operating budget totals approximately \$4.7 billion in total appropriations, including \$2.1 billion for Loudoun County Public Schools and \$1.1 billion for general County government operations.

The County’s scale is matched by its workforce and service reach, with an overall workforce of approximately 5,300 FTEs supporting daily operations and long-term priorities in a community that continues to evolve quickly.



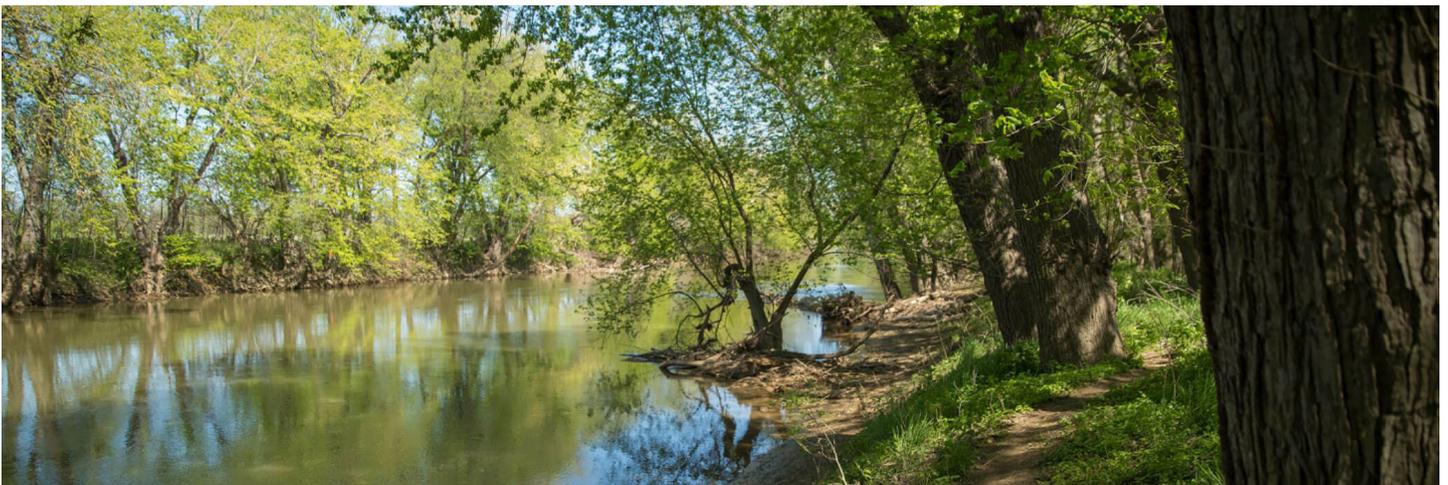
THE COMMUNITY

Loudoun County, Virginia sits in the heart of Northern Virginia, approximately 45 minutes northwest of Washington, D.C., offering an exceptional blend of opportunity, connectivity, and quality of life. The County is a growing and thriving community of more than 453,800 residents (2025 est.), framed by the Blue Ridge Mountains and the Potomac River.

Loudoun has successfully balanced heritage and tradition with modern amenities. The eastern portion of the County is predominantly suburban, while the west remains more rural, featuring small towns, open landscapes, and preserved countryside. Residents enjoy a vibrant mix of historic charm and contemporary living, including lively downtown districts, cultural venues, and a keen sense of community connection.

Outdoor recreation and agritourism are key parts of life in Loudoun. The community offers extensive parks and trails and is widely recognized for wineries, scenic drives, and destination dining experiences that make it easy to enjoy weekends close to home.

With a robust economy and a strategic location near the nation's capital, Loudoun is often called "DC's Technology Corridor" and is known for a favorable business environment, strong schools, and a community that values education, innovation, and lifelong learning.





COMPENSATION AND BENEFITS

Loudoun County has a salary range of \$77,950 - \$136,412 annually for this position. The anticipated hiring range is \$110,000 - \$125,000 annually depending on qualifications and experience. Additionally, the County offers a comprehensive and generous benefits package with multiple group health plan options, dental, vision, and disability; leave benefits including annual leave and sick leave accruals PLUS annual leave equivalent to five days will be advanced as of date of hire; personal leave equivalent to five days; Retirement System (VRS); deferred compensation plan; group life insurance; Flexible Spending Accounts (FSA); paid family leave; and wellness, education, and other benefits. Relocation expenses may be covered up to \$6,000. To learn more about benefits offered, visit: [Loudoun County Employee Benefits](#).

APPLICATION PROCESS

The position is open until filled; however, first review of applications will occur on April 30, 2026. We invite qualified and interested candidates to apply online with resume and cover letter at www.GovHRJobs.com – Human Resources Program Manager. For more information, please contact Yolanda Howze, Director of Executive Recruitment, at 224-245-5630 or Rodney Crain, Senior Consultant, at 847-380-3240, x154.

For more information about Loudoun County, visit <https://www.loudoun.gov/>.

Loudoun County Government prides itself on fostering a diverse and inclusive workplace that promotes employee wellness and work-life balance. As an equal opportunity employer, we consider all qualified applicants regardless of age, color, disability, gender identity, genetic information, national origin, political affiliation, race, religion, sex, sexual orientation or other non-merit factors.

