



DEPUTY PUBLIC GUARDIAN SUPERVISOR

DEFINITION

Under general direction, plans, supervises, organizes, coordinates, and reviews the work of staff performing public guardianship duties; performs a variety of sensitive or complex duties in the review of prospective clients to determine whether they meet the financial, medical, social, and psychological criteria for conservatorship or guardianship; assumes responsibility for a caseload with respect to administering the personal and financial affairs of the conservatee in accordance with mandated laws, rules, ordinances, codes, and regulations; provides responsible staff support to assigned manager in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned manager. Exercises direct supervision over assigned professional and administrative support staff.

CLASS CHARACTERISTICS

This is the full supervisory-level classification in the Deputy Public Guardian class series responsible for assisting the assigned manager in the administration and operation of the Public Guardian Office. The incumbent is responsible for supervising the day-to-day activities and functions of assigned staff and may take responsibility for investigating cases of a sensitive and/or urgent nature, and carry a modified caseload that includes the most serious, difficult, and/or complex guardianships/conservatorships.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff responsible for the provision of public guardianship, including assessment and case management of clients who qualify under the rules and regulations of LPS (Lanterman-Petris-Short) conservatorships and probate conservatorships.
- Evaluates employee performance; counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work and safety procedures, and in the operation and use of equipment; implements training procedures and standards.
- Conducts the full range of Deputy Public Guardian case management duties on more sensitive or complex cases.
- Provides technical consultation and guidance to staff members on difficult cases, and manages the most complex and/or highly sensitive cases; reviews and approves assessments, reports, and other documentation prepared by staff; ensures staff complies with mandated rules, regulations, codes, and laws.
- Represents the Public Guardian with other County departments, governmental and other agencies, the court system, and community groups; acts as primary program contact for audits.
- Prepares court documents and testifies in court regarding the recommendation to be appointed guardian or conservator; works with County Counsel on other legal matters, including end-of-life decision making on behalf of conservatees.

- Reviews and approves County-Based Medi-Cal Administrative Activities documents to ensure compliance with program requirements; conducts client assessments on a periodic basis for ongoing services.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including planning and assigning work, performance review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Ethical standards related to the estate management and personal care of conserved clients.
- Purpose and authority vested within the Office of the Public Guardian.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Advanced principles and practices of case management.
- Advanced principles and practices of effective estate management.
- Principles and practices of budget and accounting.
- Methods and techniques of evaluating potential clients for conservatorship eligibility.
- Authorities vested in the court system as it relates to conservatorship and probate functions.
- Medical terminology and common procedures and medications.
- Advanced principles and techniques of effective interviewing.
- Community resources for the provision of public guardianship services, including housing, social services and behavioral health resources.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods and techniques of reviewing and/or preparing legal related documents for assigned cases.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Manage a complex caseload and establish priorities for case management.
- Administer estates, and safekeeping assets and personal effects.
- Objectively make financial and health care decisions for clients.
- Serve as an advocate for assigned clients with respect to estate and personal care matters.
- Organize and maintain accounting, inventory, appraisal, and other detailed business records.
- Conduct detailed investigations by obtaining information, establishing facts, and drawing valid conclusions.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise correspondence, reports, and other written material.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in psychology, social services, business or public administration, or a closely related field;

AND

Two (2) years of experience in public guardianship program case management at a level equivalent to the County's class of Deputy Public Guardian II.

At least one (1) year of supervisory experience is preferred.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees also work in the field, which requires going into client homes to search, inventory, marshal and manage assets according to established protocols. Employees may be exposed to hazardous physical substances, bodily fluids and variable temperature conditions with the course of the performing duties. Employees may interact with upset individuals connected with the client.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed. As required by Internal Revenue Service Publication 1075, individuals in positions that have access to Federal Tax Information (FTI), will be subject to a background investigation and a criminal history check. In addition, individuals hired into positions that have access to FTI will be re-investigated at least once every ten (10) years.