

DIRECTOR, HEALTH AND HUMAN SERVICES AGENCY

DEFINITION

Under general policy direction, plans, organizes, coordinates and directs the activities and programs of the County's Health and Human Services Agency; provides expert professional assistance to County management staff in areas of responsibility; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is an at-will department head position appointed by the Board of Supervisors and pursuant to Charter, evaluated by the Chief Administrative Officer. This class has department head level responsibility for the direction and administration of the County's Health and Human Services Agency. The incumbent is responsible for overall policy development, program planning, fiscal management, administration and operation of the integrated Health and Human Services Agency. The incumbent is responsible for accomplishing agency goals and objectives, administering the agency's budget and supervising professional and other support staff. Assignments allow for a high degree of administrative discretion in their execution.

EXAMPLES OF DUTIES (Illustrative only)

Develops and directs the implementation of goals, objectives, policies, procedures and work standards of the agency; oversees the preparation and administration of the agency's budget and reviews spending plans for conformance with state allocations.

Plans, organizes, coordinates, and directs, through subordinate staff, all health and human services programs of the County, including public health, mental health, social services, community services, senior services and public guardian programs.

Oversees the application for and monitoring of grants within the Agency; reviews scope of work, budget and periodic reports for all programs.

Formulates and maintains appropriate administrative policies, services, controls and reporting systems for the effective and efficient performance of the Agency's functions.

Works closely with the Board of Supervisors, Chief Administrative Officer, related County departments and key officials of local, regional, state and federal agencies in developing and implementing health and human services programs and activities.

Ensures that legislative and policy and procedural changes are effectively implemented.

Prepares or directs the preparation of a variety of periodic and special studies and reports related to current and long range agency action; directs and participates in the preparation of financial, statistical and other reports.

Directs, evaluates and improves agency services and operation.

Directs the selection, supervision, work review and professional development of agency staff; reviews, evaluates and monitors the work of subcontractors as necessary.

Represents the County and Agency before various governmental or public groups; makes or directs presentations and implements programs to provide community education and involvement.

Represents the County and agency with Merit Systems; analyzes and implements Local Agency Personnel Standards.

Informs the State Departments of Health Services and Social Services with respect to conditions within the County.

Monitors health and human services programs and activities to ensure compliance with applicable federal, state and local laws, regulations and contract provisions.

Explains and interprets rules and regulations concerning the administration of public health, mental health and public assistance programs to the Board of Supervisors, employees and others; performs such other duties as may be prescribed by the Board of Supervisors.

KNOWLEDGE

Administrative principles and practices including policy, goal setting and objectives development, program and budget development and implementation, and employee supervision.

Principles, practices, methods and current developments of public health, mental health, community, senior, family and social services programs.

Applicable Federal, State and local laws and regulations regulating public health and mental health practices.

Administration, objectives and methods of community action, Area Agency on Aging and related services.

Applicable Federal, State and local laws and regulations, including Local Agency Personnel Standards.

Principles and practices of program management, including development, funding sources, grant writing proposals, program evaluation, quality control and fiscal management.

Principles and methods of public and community relations and public information practices and techniques.

Local demographics and government organization as it relates to determination and management of health and human services, including the determination and management of social services programs and the needs of low-income, disabled, mentally ill and senior persons.

County, state and federal public health, mental health and social service programs and agencies.

SKILLS

Planning, organizing, assigning, directing, reviewing, and evaluating the work of assigned staff in a variety of complex public health, mental health, senior, public guardian, and social services programs.

Selecting, motivating, and evaluating staff in work procedures and providing for their professional development.

Administering and managing a variety of technical public health, mental health, community and social services projects and programs.

Analyzing complex problems, evaluating alternatives, reaching sound conclusions and developing, recommending and implementing appropriate solutions.

Using sound independent judgment.

Communicating effectively with a variety of individual citizens, citizen groups, boards and commissions, staff and governmental groups.

Preparing sound oral and written reports and recommendations, and clear and concise technical reports, correspondence and other written materials

Interpreting, explaining and applying appropriate laws, rules, regulations, programs and procedures

Identifying program funding sources, and preparing grant application proposals, and contracts.

Effectively monitoring and achieving compliance with provisions of program contracts.

Preparing and maintaining the agency's budget.

Identifying the cultural patterns influencing community public health, mental health, community and social services.

Representing the County in contacts with outside agencies and the public.

Establishing and maintaining cooperative working relationships with those contacted in the course of the work.

MINIMUM QUALIFICATIONS

Where college degrees and/or college course credits are required, degrees and college units must be obtained from an accredited college or university. Courses from non-accredited institutions will not be evaluated for this requirement.

Possession of a Bachelor's Degree from an accredited college or university with major course work in business or public administration, gerontology, social services, psychology, public health or a related field **AND** at least eight years of increasingly responsible management level experience over mental health, public health, community services, social services or similar setting which has included planning, implementation, and administration. Possession of a Master's Degree in the fields listed above is strongly preferred.

Note: The above qualifications are a typically accepted way of obtaining the required knowledge and skills.

OTHER REQUIREMENTS

Must possess a valid driver's license. Individuals who do not meet this requirement due to physical disability will be reviewed on a case by case basis. Must be available for weekend or after hours meetings.

CHIEF ASSISTANT DIRECTOR HEALTH AND HUMAN SERVICES AGENCY

DEFINITION

Under general direction, assists the Director of Health and Human Services Agency in planning, organizing, directing, coordinating, and evaluating activities, programs, and staff of the Health and Human Services Agency; provides expert, professional/technical assistance and direction to Agency staff; acts on behalf of the Director as directed; and performs related work as assigned by the Director.

DISTINGUISHING CHARACTERISTICS

This is a single position classification which reports directly to the Director of Health and Human Services Agency. The incumbent has significant responsibility for the development, implementation, oversight, and evaluation of Health and Human Services Agency programs, services, and functions and is responsible for managing day-to-day activities of the agency through subordinate managers. The incumbent is responsible for: assessing needs; formulating policy; developing goals and objectives; designing, implementing, and evaluating activities; performing fiscal management; ensuring compliance with federal, state, local, and contractual requirements; and supervising management, supervisory, professional and other support staff. This class is distinguished from the Director of Health and Human Services Agency in that the latter is a Department Head with responsibility for overall administration and operation of the Health and Human Services Agency.

EXAMPLES OF DUTIES (Illustrative Only)

Assists the Director in developing and implementing goals, objectives, policies and work standards for Health and Human Services Agency programs.

Assists the Director in program planning and the development of associated budgets; confers with subordinates in planning, preparing, and monitoring budgets; identifies program funding sources and prepares or directs the preparation of grant applications and other proposals to secure funding.

Assists the Director in planning, organizing, directing, coordinating, and evaluating activities and programs of the Agency to ensure compliance with all applicable laws and regulations.

Reviews and analyzes pending and newly adopted legislation affecting Agency operations, apprises others as necessary, and recommends appropriate policy and program changes; coordinates implementation of approved changes.

Oversees the development and implementation of management improvements and practices to ensure achievement of agency goals and objectives.

Assesses the needs of the Agency, County, and community and evaluates the effectiveness of existing programs and functions; coordinates operational changes, organizational development, new program implementation, or modification of existing programs, as needed.

Assists the Director in working closely with the Board of Supervisors, Chief Administrative Officer, related County departments, and officials of local, regional, state and federal agencies.

Consults with other County departments and outside agencies in problem resolution, program development, and other services and activities involving mutual clients and interests.

Directs the selection, supervision, and work evaluation of assigned staff and provides for their training and development; conducts or supports personnel investigations, as appropriate; makes recommendations

regarding discipline, as needed; and implements approved disciplinary actions.

Conducts and integrates functions and activities of assigned programs; develops standards and methods of measurement and evaluation of activities and work performance.

Fosters operational effectiveness by facilitating coordination and cooperation within and between fiscal, administrative, and program areas and functions in the Agency, as well as with other County departments, contract agencies and service providers.

Ensures and oversees the County's compliance with performance and reporting requirements established by grants and other agreements, as well as local, state, and federal laws, regulations, and mandates.

Prepares or reviews administrative, fiscal, and technical reports; prepares or directs preparation of information for the Director, Chief Administrative Office, Board of Supervisors, commissions, state, federal, or other agencies.

Represents the Agency and County at regular state and regional meetings; attends local meetings of community groups; participates on a variety of interagency committees.

Monitors program and staff effectiveness; oversees quality improvement/quality management activities; undertakes any necessary management responses to improve effectiveness.

Receives and responds to inquiries, concerns and complaints regarding service delivery.

Serve on behalf of the Director as directed.

KNOWLEDGE

Administrative principles and practices including goal/objective setting, policy and procedure development, work planning, and fiscal/budgetary principles and practices.

Principles, practices, methods and current developments of public health, mental health, community, senior, family and social services programs.

Principles and practices of program management, including design, development, proposal writing, securing funding, planning, monitoring, evaluating performance and outcomes, quality control, fiscal management, and administration.

Applicable Federal, state, and local laws and regulations pertaining to health and human services programs and practices.

Principles, practices and current trends in delivery of health and human services programs and services.

Principles and practices relating to public finance, administration and local government budget preparation.

County, state, and federal health and human service programs and agencies.

Community needs assessment, resources and organizations related to health and human services programs. Standards of practice for health and human services organizations and quality improvement/quality management functions.

Principles and techniques for serving individuals from a variety of cultural and socio-economic groups to ensure compliance with applicable cultural competency standards and regulations.

Principles and practices of employee supervision, including selection, training, evaluation and discipline.

SKILLS

Planning, organizing, assigning, directing, reviewing, and evaluating the work of assigned staff in a variety of complex public health, mental health, senior, public guardian, and social services programs.

Selecting, motivating, and evaluating management staff and providing for their professional development.

Planning, organizing, directing, reviewing, and evaluating the work of staff directly or through subordinate managers; investigating personnel matters; recommending and implementing disciplinary action, as necessary.

Utilizing statistical and demographic information and data to determine cultural patterns influencing health and human services needs and practices.

Recommending comprehensive policy and programs based upon Agency, County, and community needs, available resources, and overall County priorities and policies.

Identifying program funding sources, and preparing or directing preparation of grant applications, other proposals, contracts, and budgets.

Analyzing complex problems, evaluating alternatives, making sound judgments and recommendations, and adopting effective courses of action.

Interpreting, explaining and applying appropriate laws, rules, regulations, programs and procedures

Planning, coordinating, implementing, and evaluating the effectiveness of Agency programs and functions.

Preparing clear and complete reports and other written correspondence.

Dealing tactfully and effectively while representing the Agency and County in contacts with officials, boards, commissions, community groups, other agencies, consumers, family members, and the public.

Responding calmly and professionally in emergency or stressful situations.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

MINIMUM QUALIFICATIONS

Where college degrees and/or college course credits are required, degrees and college units must be obtained from an accredited college or university. Courses from non-accredited institutions will not be evaluated for this requirement.

Possession of a bachelor's degree from an accredited college or university with major coursework in public health, behavioral health, social services, human services, business or public administration, or a closely related field, **AND** at least four years of management level experience in a mental health, public health, community services, social services, or similar setting which has included planning, administration, budget and program development, and the direction of management staff. Possession of a master's degree in a field listed above is strongly preferred.

Note: The above qualifications are a typically accepted way of obtaining the required knowledge and skills.

OTHER REQUIREMENTS

Must possess a valid driver's license. Individuals who do not meet this requirement due to physical disability will be reviewed on a case by case basis. Must be available for weekend or after hours meetings.