



~~OCTOBER 2018~~
~~AUGUST 2019~~
FLSA: EXEMPT
Bargaining Unit: MA
JCN: 7122

DEPUTY DIRECTOR, ~~HEALTH AND HUMAN SERVICES AGENCY~~

DEFINITION

~~Under limited direction, the Deputy Director is responsible for the administrative division or program areas, including but not limited to, employment, eligibility, health, mental health, community services or social services within a department in the County of El Dorado. Incumbents may be assigned to one or more of these program areas or one or more program areas and smaller department programs. Incumbents in this classification provide supervision and direction to professional, technical and support staff assigned to the division or program being managed. This supervision and direction may be provided directly or through subordinate supervisors.~~

~~A Deputy Director differs from the Program Manager in that the former typically has responsibility for the administrative division, eligibility, employment, health, mental health, community services or social services programs within a department where the organizational structure requires two or more subordinate levels of supervision. A Deputy Director serves in a second level managerial capacity to plan, organize, or direct divisions or programs.~~

~~DISTINGUISHING CHARACTERISTICS~~

~~Under general direction, assists with planning, organizing, and directing the activities and functions of a division within the Health and Human Services Agency (HHS); areas of responsibility include the County's Public Health, Behavioral Health, Self Sufficiency, Community Services, Social and Protective Services and Administration and Financial Services Divisions; provides complex staff support to an Assistant Director of Health and Human Services Agency or other assigned management staff in the areas of expertise; and performs related duties as assigned.~~

~~This is a management level class responsible for the overall administration of an assigned identifiable division(s) or program(s) within a department in the County of El Dorado. Incumbents have a great degree of latitude for the exercise of independent judgment and decision making. The incumbent is responsible for developing and implementing program goals, objectives and standards in addition to furthering departmental and County goals and objectives. This class is distinguished from the Assistant Director, Chief Assistant Director and Director of the department to which assigned in that the latter have departmental rather than division or programmatic level responsibilities.~~

~~SUPERVISION RECEIVED AND EXERCISED AND RECEIVED~~

~~Incumbents in the Deputy Director classification receive supervision. Receives general direction from an Assistant Director, Chief Assistant Director, Director, or other upper level department managers. The Deputy Director provides direction to subordinate managers, supervisors and of Health and Human Services Agency or other assigned staff in the administrative division, health, mental health, community services, and social services programs.~~

~~EXAMPLES OF DUTIES (ILLUSTRATIVE ONLY)~~

- ~~➤ Develops and/or manages and administers assigned programs and/or divisions.~~
- ~~➤ Selects, trains, evaluates and disciplines subordinate staff.~~
- ~~➤ Serves as a resource for interpretation of Federal and State laws affecting the assigned program.~~
- ~~➤ Assists in the general management and administration of one of several complex divisions or total program areas within the assigned department.~~
- ~~➤ Develops policies and procedures for the administration of departmental programs.~~
- ~~➤ Directs and coordinates the work of multiple units in a total assigned area.~~

- ~~Performs analysis and prepares detailed written reports of findings pertaining to the quality and efficiency of services provided within the assigned program(s).~~
- ~~Maintains current awareness of changes in laws and regulations pertaining to assigned program(s) and keeps subordinate staff. Exercises direct or general supervision over management, supervisory, professional, paraprofessional, technical, and administrative support staff informed either directly or through subordinate levels of supervision.~~

CLASS CHARACTERISTICS

This is a management classification responsible for providing highly responsible staff assistance to an Assistant Director of Health and Human Services Agency or other assigned management staff in the administration of a division within the HHSA. Successful performance of the work requires knowledge of public policy; fiscal management; applicable laws, codes, regulations, and ordinances; and the ability to assist in the development, oversight, and implementation of projects and programs in the assigned functional area. Responsibilities include assisting with the coordination of the activities of the division with those of other County divisions and departments and outside agencies.

This class is distinguished from the Assistant Director of Health and Human Services Agency in that the latter has overall management and administrative responsibility for all functions of an assigned division within the HHSA and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- ~~Assists~~ Provides professional and technical consultation on complex program matters:
- with planning, assigning, supervising, and evaluating the work of management, supervisory, professional, paraprofessional, technical, and administrative support staff in an assigned division within the HHSA
- Participates in the development and assists with implementation of goals, objectives, policies, procedures, and work standards for the assigned division.
- Plans, organizes, directs, and evaluates assigned programs and activities to ensure the provision of in-service effective and efficient services to the community.
- Prepares and administers budgets for assigned divisions/functions; assists with forecasting additional funds needed for staffing, equipment, and supplies; monitors and approves expenditures.
- Ensures compliance with division, HHSA, and County policies and procedures; applicable local, state, and federal laws and regulations; and develops, recommends, and supervises enforcement activities.
- Directs, reviews, and conducts studies to analyze and evaluate needs and services; researches and proposes creation of or revision to County codes, policies, and procedures.
- Selects, trains, develops, and directs division personnel; evaluates and reviews work for acceptability and conformance with HHSA standards, including program and project priorities and performance evaluations; provides or coordinates staff training and staff development programs; works with employees to correct deficiencies; makes discipline recommendations to the assigned Assistant Director of Health and Human Services Agency or management staff; responds to staff questions and concerns.
- ~~Assists~~ Participates in the preparation of budget information related to assigned program(s).
- ~~Represents the department at community organizations, public gatherings~~ grant applications for federal and meetings.
- ~~Enters~~ state funding; identifies new grant opportunities and retrieves information from an automated computer system.
- ~~Attendance~~ ensures appropriate federal and punctuality that is observant of scheduled hours on a regular basis state funding is claimed; monitors post award funding activities.

- Monitors changes in laws, regulations, and technology that may affect division, department, or County operations; recommends policy and procedural changes and implements changes as directed.
- Confers with, advises, and provides professional assistance and staff support to HHSA management, other County departments and commissions, government agencies, and citizen advisory groups on a broad range of issues pertinent to the assigned area of responsibility.
- Serves on a variety of interdisciplinary committees as a division representative to provide and receive information; participates in professional associations and organizations.
- Prepares a variety of periodic and special reports regarding division activities.
- Reviews and evaluates the work of consultants to ensure the successful completion of assignments and projects.
- Serves as the Assistant Director of Health and Human Services Agency in their absence.
- Performs ~~other~~ related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting; program development, implementation, and evaluation; and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budget development, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Organizational and management practices as applied to the development, analysis, and evaluation of HHSA programs, policies, and operational needs.
- Methods and techniques for writing reports and correspondence, making presentations, contract negotiations, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures.
- Understanding basic statistical analysis and reporting; basic mathematics and arithmetic.
- Principles, methods, and ability to read and understand research.
- Principles and methods of recordkeeping and report preparation.
- Principles, practices, and methods of effective public relations.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- 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:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards related to the assigned area of responsibility.
- Provide administrative, management, and professional leadership for the HHSA.
- Provide administrative and professional leadership and direction for the division and the County.
- Assist in preparing and administering large and complex budgets; allocate limited resources in a cost-effective manner.

- Plan, organize, direct, and coordinate the work of management, supervisory, professional, paraprofessional, technical, and administrative support staff personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to the assigned area of responsibility.
- Prepare clear and complete reports and other written correspondence.
- 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 & Experience REQUIREMENTS:

~~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.~~

~~Equivalent to graduation from a~~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 public administration, business administration, social services, counseling, gerontology, sociology, psychology, social work or related field AND three years of experience providing professional level administrative, financial and management analytical support, or professional level experience in the technical area of the program to which assigned. Additional qualifying experience may be substituted for education on a year for year basis to a maximum of two years.~~mental health, public health, social work, or a field closely related to the area of assignment;

OR

One (1) year

AND

Five (5) years of increasingly responsible experience performing duties comparable to a Program Manager or Staff Services Manager.

OR

~~A graduate degree in health, social services, public administration, or a field closely related to the area of assignment, including at least three (3) years of managerial experience in a health or business social services public agency which included program, budget, and personnel administration or a Master's Degree in Social Work from a two year counseling program AND one (1) year supervisory or managerial experience in administrative services, employment, eligibility, health, mental health, community services or social services programs in a public agency~~experience.

Other Requirements

~~The conditions herein are representative~~ **Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California or Nevada Driver's License by time of appointment and a satisfactory driving record.
- Additional licenses or certifications may be required, depending on the specific needs of the division where assigned.

PHYSICAL DEMANDS

~~Must possess those that~~ mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Depending on assignment, standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must be met by an employee to successfully perform the essential functions of this job. possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations may will be made to enable for individuals with disabilities to perform the essential job functions on a case-by-case basis.

~~Environment: Work is~~ **ENVIRONMENTAL CONDITIONS**

~~Employees primarily performed indoors in a standard office setting with infrequent trips outdoors in all weather conditions:~~

~~**Physical:** Primary functions require sufficient physical ability to work in an office setting environment with moderate noise levels and operate office equipment; vision in the normal visual range controlled temperature. Employees may interact with or without correction sufficient to read computer screens and printed documents and to operate equipment; hear in the normal audio range with or without correction. **Frequent** sitting, bending; wrist and arm motions and upward/downward flexion members of neck; fine finger dexterity of both hands, ability to grasp and hold; lifting, carrying or pushing objects that weigh up to 15 lbs. **Occasional** standing, walking and reaching; lifting, carrying or pushing objects that weigh 16 — 40 lbs. **Infrequent** climbing; lifting, carrying or pushing objects that weigh more than 40 lbs.~~

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~~**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.~~

Knowledge

- ~~Principles and practices of supervision and management, employee development, program evaluation, quality control and public relations.~~
- ~~Federal, State and local laws, rules and regulations pertaining to the program(s) to which assigned.~~
- ~~Technical skills and requirements related to the assigned program(s).~~
- ~~Public funding and budget preparation for the program(s) to which assigned.~~
- ~~Community needs and resources, if required in the program(s) to which assigned.~~
- ~~Business computer applications, particularly as related to statistical analysis and record keeping.~~
- ~~Principles, practices and method of administrative, organizational, economic and procedural analysis.~~
- ~~Employment, eligibility or mental health, public health, community services, social services and other health or human services programs.~~
- ~~Public funding and budget preparation.~~

Skills

- ~~Planning, organizing, and directing the work of others.~~
- ~~Planning, coordinating, implementing and evaluating the effectiveness of assigned program(s).~~
- ~~Interpreting rules and regulations applicable to the assigned division(s) or program(s).~~
- ~~Analyze situations accurately, reaching sound conclusions and adopting an effective course of action.~~
- ~~Speaking and writing effectively.~~

- ~~➤ Establishing goals and objectives.~~
- ~~➤ Exercising sound independent judgment and initiative within established guidelines.~~
- ~~➤ Establishing and maintaining effective working relationships with those contacted in the course of the work.~~
- ~~➤ Work effectively with the County Board of Supervisors.~~
- Enlist the cooperation of and work effectively with community organizations, government agencies and others or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

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.

HISTORY

JCN: 7122

~~Created: NOV 2011~~

~~Revised: SEP 2012~~

~~Revised: JAN 2013~~

~~Revised: APR 2015 BOS~~