



## ASSISTANT DIRECTOR OF HUMAN SERVICES

### **DEFINITION**

Under general direction, assists the Director, Health and Human Services Agency in planning, directing, organizing, and coordinating the programs and activities of the Health and Human Services Agency (Agency); acts as liaison between the In-Home Supportive Services (IHSS) Public Authority and the County; acts on behalf of the Director as directed.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Chief Assistant Director, Health and Human Services Agency or Director, Health and Human Services Agency. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of management and supervision.

### **CLASS CHARACTERISTICS**

This is a management classification which reports directly to the Chief Assistant Director, Health and Human Services Agency or Director, Health and Human Services Agency. The incumbent assists in policy development, program planning, fiscal management, administration and operation of the Community Services or Social Services divisions of the Agency and is responsible for managing the day-to-day activities of the department through subordinate supervisors and lead personnel.

This class is distinguished from the Chief Assistant Director, Health and Human Services Agency in that the latter is an assistant department head with significant responsibility for the day-to-day oversight and the overall management and administration of the Agency.

This class is further distinguished from the Director, Health and Human Services Agency in that the latter is a department head with responsibility for overall administration and operation of the Agency.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Assists the Director in developing and implementing goals, objectives, policies, procedures and work standards for the Community Services or Social Services Divisions of the Agency; prepares and administers program budgets for assigned areas of responsibility.
- Assists the Director in planning, organizing, directing and coordinating the activities and programs of the Agency.
- Reviews and analyzes legislation, regulations and directives to determine their impact on program goals and objectives, program administration and the community; ensures that assigned programs operate in compliance with county, state and federal rules and regulations.
- Develops and implements management systems, procedures and standards for program monitoring and evaluation; recommends procedural modifications.

- Plans, assigns, supervises, reviews and evaluates the work of subordinate staff; trains staff in work procedures.
- Interviews candidates for vacant supervisory, lead and line staff positions and makes hiring recommendations to the Director; evaluates the performance of subordinate personnel and makes appropriate recommendations.
- Identifies funding sources and prepares or directs the preparation of grant applications and proposals.
- Administers Title III Senior Programs, including fiscal reporting and program accountability.
- Prepares resolutions for the Board of Supervisors' consideration; represents the department before the Board of Supervisors, governmental agencies and community groups.
- Develops cooperative relationships with other county departments, community agencies, and other public and private jurisdictions in order to develop cooperative and effective working relationships.
- May serve as the Director of the El Dorado County Area Agency on Aging.
- May act as liaison between the In-Home Supportive Services (IHSS) Public Authority and the County; assists in the development of Public Authority policies and procedures.
- May supervise the planning and implementation of the Home of Elder and Adult Resource Team (HEART) (including Public Guardian, Multipurpose Senior Services Program (MSSP), Linkages, In-Home Supportive Services (IHSS), and Adult Protective Services (APS)).
- May supervise the planning and implementation of senior nutrition programs.
- May supervise the planning and implementation of homeless programs.
- 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.
- Serves on behalf of the Director as directed.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development and implementation, and employee supervision and training.
- Principles and practices of program planning, development, implementation, administration and evaluation for seniors' programs.
- Principles and practices of program planning, development, implementation, administration and evaluation for policies and procedures specific to the homeless programs.
- Principles and practices relating to public finance, administration and local government budget preparation.
- Issues, needs and problems of the elderly and low income populations.
- Principles, practices and methods of needs assessments.
- Social Services Agency resources and programs, objectives, and legal requirements of Older Americans Act, as amended.
- Written and oral communication, including language mechanics, syntax and computer applications related to the work.

### **Ability to:**

- Develop and implement goals, objectives, policies, procedures, work standards and internal controls.
- Plan, organize and implement multi-faceted programs and activities.
- Identify community senior citizen needs and recommend alternative or enhanced programs.
- Identify community homeless needs and recommend alternative or enhanced programs.
- Understand, interpret, and apply rules, regulations and ordinances, and federal, state, and local legislation.
- Effectively supervise the work of professional, technical, and clerical employees.
- Analyze complex problems, evaluate alternatives, make sound judgments and recommendations, and adopt effective courses of action.
- Interpret, explain, and apply appropriate laws, rules, regulations, programs, and procedures.
- Plan, coordinate, implement, and evaluate the effectiveness of programs and functions.
- 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:**

*A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.*

Equivalent to graduation from a four (4) year college or university with major coursework in social services, business or public administration or a related field

AND

Four (4) years of management level experience in a social services setting which must have included administration, budget and program development, and the direction of staff.

Professional level experience working directly with geriatric and physically and/or functionally impaired adults is desirable.

**Licenses and Certifications:**

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver’s License 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; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be 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

occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

The employee primarily works in an office environment with moderate noise levels and controlled temperatures. The employee may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

May be required to attend meetings outside of regular working hours. 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 the frequency prescribed in Publication 1075.