

ASSISTANT DIRECTOR OF HEALTH SERVICES**DEFINITION**

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

DISTINGUISHING CHARACTERISTICS

This single position class has significant responsibility for the development, implementation, oversight, and evaluation of Health Services Department programs, services, and functions. 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. The incumbent may direct or coordinate general operations and organizational development activities benefitting both public health and mental health programs and may serve as a liaison between these functional areas. This class is distinguished from the Director of Health Services in that the latter is a Department Head with responsibility for overall policy development, program planning, fiscal management, administration, and operation of the Health Services Department.

EXAMPLES OF DUTIES (Illustrative Only)

- Assists the Director in planning, organizing, directing, coordinating, and evaluating fiscal, administrative, and health service programs and functions; assists in establishing goals, policies, procedures, and practices in compliance with all applicable laws and regulations.
- Analyzes pending and newly adopted legislation affecting Department operations, appraises others as necessary, and recommends appropriate policy and program changes; coordinates implementation of approved changes.
- Develops and implements management improvements and practices; makes recommendations on procedures, forms and work flow; coordinates methods and procedures to ensure achievement of goals and objectives.
- 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.
- Assesses the needs of the Department, 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.
- Conducts and integrates functions and activities of assigned programs; develops standards and methods of measurement and evaluation of activities and work performance.
- 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.
- Fosters operational effectiveness by facilitating coordination and cooperation within and between fiscal, administrative, and program areas and functions in the Department, 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 Department 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.

QUALIFICATIONS

Knowledge of:

- o Administrative principles and practices including goal/objective setting, policy and procedure development, work planning, and fiscal/budgetary principles and practices.
- o Principles, practices and current trends in delivery of health programs and services.
- o County, state, and federal health and social service programs and agencies.
- o Community needs assessment, resources and organizations related to health programs.
- o Federal, state, and local laws and regulations pertaining to health programs and practices.
- o Standards of practice for health organizations and quality improvement/quality management functions.
- o 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.
- o Principles of managed care in health care delivery systems.
- o 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.
- o Effective use of information technology to improve fiscal, administrative, and health care systems.
- o Contract development and administration.
- o Principles and practices of employee supervision, including selection, training, evaluation and discipline.

Skill in:

- o Planning, organizing, administering, coordinating, and evaluating a variety of fiscal, administrative, and health service programs and functions.
- o Utilizing statistical and demographic information and data to determine health needs.
- o Recommending comprehensive policy and programs based upon Department, County, and community needs, available resources, and overall County priorities and policies.
- o Planning, organizing, directing, reviewing, and evaluating the work of staff directly or through subordinate supervision; investigating personnel matters; recommending and implementing disciplinary action, as necessary.
- o Providing for training and professional development of staff.
- o Identifying program funding sources, and preparing or directing preparation of grant applications, other proposals, contracts, and budgets.
- o Interpreting, explaining and applying laws, regulations and policies relating to fiscal and administrative practices and health programs.
- o Analyzing complex problems, evaluating alternatives, making sound judgments and recommendations, and adopting effective courses of action.
- o Identifying the cultural patterns influencing community health practices.
- o Planning, coordinating, implementing, and evaluating the effectiveness of Department programs and functions.
- o Preparing clear and complete reports and other written correspondence.
- o Dealing tactfully and effectively while representing the Department and County in contacts with officials, boards, commissions, community groups, other agencies, consumers, family members, and the public.
- o Reacting calmly and professionally in emergency or stressful situations.
- o Establishing and maintaining effective working relationships with those contacted in the course of the work.

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 or emergencies.

Education and Experience:

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

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