



**SEPTEMBER 2018**  
**FLSA: EXEMPT**  
**Bargaining Unit: UD**  
**JCN: 1282**

## **DIRECTOR, HEALTH AND HUMAN SERVICES AGENCY**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the Health and Human Services Agency (HHS); formulates departmental policies, goals, and directives; coordinates assigned activities with other County departments, officials, outside agencies, and the public; fosters cooperative working relationships among County departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Chief Administrative Officer, County departments, and Board of Supervisors in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Chief Administrative Officer. 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 an at-will department head position appointed by the Board of Supervisors and, pursuant to County Charter, is evaluated by the Chief Administrative Officer for submittal to the Board of Supervisors. Under a delegation of authority from the Board of Supervisors, this class has the overall responsibility for coordination, direction, and administration of HHS. The incumbent is responsible for overall policy development, program planning, fiscal management, administration, and operation of the integrated HHS. The incumbent may serve in the capacity as the Behavioral Health Director and Social Services Director. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected Board of Supervisors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering County goals and objectives within general policy guidelines.

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

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for HHS.
- Plans, organizes, directs, and evaluates the programs and activities of HHS to ensure the provision of effective and efficient health and social services to the community.
- Manages the development and administration of the agency's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Selects, trains, develops, and directs agency personnel; evaluates and reviews work for acceptability and conformance with agency standards, including program and project priorities and performance evaluations; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the agency's service by monitoring, developing, reviewing, and implementing policies and procedures to meet legal requirements and County needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures;

- assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Represents HHSA to the Board of Supervisors, other County departments, state and federal agencies, elected officials, and outside agencies; explains and interprets agency programs, policies, and activities; negotiates and resolves significant and controversial issues.
  - Personally performs complex, specialized, and professional-level work in specific health, social services, and other community support service areas.
  - Conducts or directs a variety of analytical studies on agency-related functions; develops and reviews reports of findings, alternatives, and recommendations; prepares and directs the preparation of a variety of periodic and special reports regarding agency activities; recommends modifications to programs, policies, and procedures as appropriate.
  - Negotiates, reviews, and approves contracts and agreements; reviews requests for proposal and contracts for clinical, professional, and consultant related service providers; directs and reviews the work of contracted individuals or organizations providing health, social service, and community support service-related services.
  - Participates on and makes presentations to the Board of Supervisors and a variety of boards, commissions, and community groups; attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of health and social services.
  - Confers with and provides professional assistance to members of County departments on health and human services and related matters; coordinates agency activities, services, and referrals with other agencies as appropriate.
  - Attends and presents at meetings with community partners to leverage funding and services for the benefit of those served by HHSA divisions.
  - Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Chief Administrative Officer; keeps the Chief Administrative Officer and Board of Supervisors informed of agency activities, issues, and problems.
  - Develops and implements public awareness and public relations efforts of the agency; receives and responds to inquiries, concerns, and complaints regarding agency programs, activities, and personnel.
  - Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and supervision of staff.
- Public agency budget development, contract administration, County-wide administrative practices, and general principles related to the functions of the assigned area.
- Applicable federal, state, and local laws, codes, and regulations affecting all divisions and functions of HHSA.
- Principles and practices of program management, including development, planning, monitoring, evaluation, and administration.
- Technical, legal, financial, and public relations problems associated with the management of HHSA programs.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs. Methods and techniques for writing presentations, contract negotiations, business correspondence, 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.
- Recordkeeping principles and procedures.

- Comprehension of statistical analysis and reporting to determine workload and project staffing, funding, and budget needs, and to provide information to the Chief Administrative Officer, Board of Supervisors, and media.
- Techniques for effectively representing the County in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- 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:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for HHSA.
- Provide administrative and professional leadership and direction for HHSA and the County.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and ensure compliance with federal, state, and local policies, procedures, laws, regulations relevant to HHSA.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, develop, and evaluate the work of staff and training staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of County programs and administrative activities.
- Conduct effective negotiations and effectively represent the agency and the County in meetings with governmental agencies; community groups; various business, professional, regulatory, and legislative organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written material.
- Conduct complex research projects, evaluate alternatives, make sound recommendations and prepare effective technical staff reports.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Perform mathematical computations; understand and interpret statistical analysis and reports.
- 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 public or business administration, public health, mental health, psychology, social services, social work, or a closely related field;

AND

Seven (7) years of increasingly responsible experience managing the delivery of public health, social services, mental health, or other social services related programs, which included program, budget, and personnel administration experience. Experience in the public sector is preferred.

Possession of a master's degree in the fields listed above is strongly preferred.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California 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; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials 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**

Employee primarily works in an office environment with moderate noise levels and controlled temperatures. 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 least once every ten (10) years.