



DEPUTY DIRECTOR, HEALTH AND HUMAN SERVICES AGENCY

DEFINITION

Under general direction, assists with planning, organizing, and directing the activities and functions of a division within the Health and Human Services Agency (HHSA); 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.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an Assistant Director of Health and Human Services Agency or other assigned management staff. Exercises direct or general supervision over management, supervisory, professional, paraprofessional, technical, and administrative support staff 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 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 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 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; 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.
- Participates in the preparation of grant applications for federal and state funding; identifies new grant opportunities and ensures appropriate federal and 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 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 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 a bachelor's degree from an accredited four-year college or university with major coursework in public administration, business administration, mental health, public health, social work, or a field closely related to the area of assignment;

AND

Five (5) years of increasingly responsible experience 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 social services public agency which included program, budget, and personnel administration experience.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License 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 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 possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees primarily work in an office environment with moderate noise levels and controlled temperature. Employees may interact with members of the public 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 the frequency prescribed in Publication 1075.