



OCTOBER 2020
FLSA: EXEMPT
Bargaining Unit: UM
JCN: 1283

CHIEF ASSISTANT DIRECTOR, HEALTH AND HUMAN SERVICES AGENCY

DEFINITION

Under general direction, assists the Director, Health and Human Services Agency in planning, organizing, directing, coordinating, and evaluating activities, programs, and staff of the Health and Human Services Agency (HHS or Agency); provides expert, professional/technical assistance and direction to Agency staff; acts on behalf of the Director as directed; 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 general direction from the 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 single position classification which reports directly to the Director, Health and Human Services Agency. The incumbent has significant responsibility for the development, implementation, oversight, and evaluation of HHS programs, services, and functions and is responsible for managing day-to-day activities of the Agency through subordinate managers. 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.

This class is 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.

This class is further distinguished from the Assistant Director of Human Services and the Director of Behavioral Health as the latter classifications have responsibility and oversight of a division within the Agency.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Assists the Director in developing and implementing goals, objectives, policies, and work standards for HHS programs.
- 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.
- Assists the Director in planning, organizing, directing, coordinating, and evaluating activities and programs of the Agency to ensure compliance with all applicable laws and regulations.

- Reviews and analyzes pending and newly adopted legislation affecting Agency operations, appraises others as necessary, and recommends appropriate policy and program changes; coordinates implementation of approved changes.
- Oversees the development and implementation of management improvements and practices to ensure achievement of Agency goals and objectives.
- Assesses the needs of the Agency, 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.
- 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; implements approved disciplinary actions.
- Conducts and integrates functions and activities of assigned programs; develops standards and methods of measurement and evaluation of activities and work performance.
- Fosters operational effectiveness by facilitating coordination and cooperation within and between fiscal, administrative, and program areas and functions in the Agency, 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, and state, federal, or other agencies.
- 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, implementation and evaluation, and supervision of staff.
- Public agency budget development, contract administration, County-wide administrative practices, and general principles related to the functions.
- 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.
- Principles, practices, methods, and current developments of public health, mental health, and community, senior, family, and social services programs.
- 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.
- Principles, practices, and current trends in delivery of health and human services programs and services.
- Principles and practices relating to public finance, administration, and local government budget preparation.
- County, state, and federal health and human service programs and agencies.
- Community needs assessment, resources, and organizations related to health and human services programs.
- Standards of practice for health and human services organizations and quality improvement/quality management functions.
- Principles and techniques for serving individuals from a variety of cultural and socioeconomic groups to ensure compliance with applicable cultural competency standards and regulations.
- 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, and regulations relevant to HHSA.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical, and administrative support 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.
- Utilize statistical and demographic information and data to determine cultural patterns influencing health and human services needs and practices.
- Recommend comprehensive policy and programs based upon Agency, County, and community needs, available resources, and overall County priorities and policies.
- Identify program funding sources, and prepare or direct preparation of grant applications, other proposals, contracts, and budgets.
- 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 Agency 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:

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

Four (4) years of management level experience in a mental health, public health, community services, social services, or similar setting which has included planning, administration, budget and program development, and the direction of management staff.

Experience in the public sector and possession of a master's degree in a field listed above is preferred.

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 least once every ten (10) years.