



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

DIRECTOR, HEALTH AND HUMAN SERVICES AGENCY

DEFINITION AND DISTINGUISHING CHARACTERISTICS

Definition:

Under general policy administrative direction, plans, organizes, coordinates and directs the manages, and provides direction and oversight for all functions and activities and programs of the County's Health and Human Services Agency, and provides expert (HHSA); 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 County management staff in areas of responsibility. the Chief Administrative Officer, County departments, and Board of Supervisors in areas of expertise; and performs related duties as assigned.

Distinguishing Characteristics:

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. This for submittal to the Board of Supervisors. Under a delegation of authority from the Board of Supervisors, this class has department head level the overall responsibility for the coordination, direction, and administration of the County's Health and Human Services Agency. HHSA. The incumbent is responsible for overall policy development, program planning, fiscal management, administration, and operation of the integrated Health and Human Services Agency. HHSA. The incumbent is responsible 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 agency departmental planning and operational goals and objectives, administering the agency's budget and supervising professional and other support staff. Assignments allow for a high degree of administrative discretion in their execution, and for furthering County goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONSTYPICAL JOB FUNCTIONS (Illustrative only)

- Develops and, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards of the agency; oversees the preparation and for HHSA.

- Plans, organizes, directs, and evaluates the programs and activities of HHSA 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 ~~and~~; 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 ~~spending plans~~ work for acceptability and conformance with ~~state allocations~~ 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.
- ~~Plans, organizes, coordinates, and directs, through subordinate staff, all health and human services programs of the County, including public health, mental health, social services, community services, senior services and public guardian programs.~~
- Oversees the application for and monitoring of grants within the Agency; ~~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 scope of work, budget and periodic reports for all programs.~~
- ~~Formulates and maintains appropriate administrative policies, services, controls and reporting systems for the effective and efficient performance of the Agency's functions.~~
- ~~Works closely with the Board of Supervisors, Chief Administrative Officer, related County departments and key officials of local, regional, state and federal agencies in developing and implementing health and human services programs and activities.~~
- ~~Ensures that legislative and policy and procedural changes are effectively implemented.~~
- Prepares ~~or~~ findings, alternatives, and recommendations; prepares and directs the preparation of a variety of periodic and special studies and reports related to current and long range agency action; directs and participates in the preparation of financial, statistical and other reports. ~~reports regarding~~ agency activities; recommends modifications to programs, policies, and procedures as appropriate.
- ~~Directs, evaluates and improves agency services and operation.~~
- ~~Directs the selection, supervision, work review and professional development of agency staff; reviews, evaluates and monitors the work of subcontractors as necessary.~~
- ~~Represents the County and Agency before various governmental or public groups; makes or directs presentations and implements programs to provide community education and involvement.~~
- Represents the County and agency with Merit Systems; ~~analyzes~~ 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 Local Agency Personnel Standards.
- Informs the State Departments of Health Services and Social Services with respect to conditions within the County.
- Monitors health and human services programs and activities to ensure compliance with applicable federal, state and local laws, regulations and contract provisions.
- Explains and interprets rules and regulations concerning the administration of public health, mental health awareness and public assistance programs to the Board of Supervisors, employees and others; performs such other duties as may be prescribed by the Board of Supervisors. relations efforts of the agency; receives and responds to inquiries, concerns, and complaints regarding agency programs, activities, and personnel.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs related work duties as assigned.

MINIMUM QUALIFICATIONS

~~Where college degrees and/or college course credits are required, degrees and college units must be obtained from an accredited college or university. Courses from non-accredited institutions will not be evaluated for this requirement.~~

Education and Experience:

Education:

~~Possession of a Bachelor's Degree from an accredited college or university with major course work in business or public administration, gerontology, social services, psychology, public health or a related field. Possession of a Master's Degree in the fields listed above is strongly preferred.~~

AND

Experience:

~~At least eight (8) years of increasingly responsible management level experience in a public agency, preferably over mental health, public health, community services, social services or similar setting which has included planning, implementation, and administration.~~

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.~~

Knowledge of:

- Administrative principles and practices, including policy, goal setting and objectives, program development, program implementation and evaluation, and supervision of staff.
- ➤ Public agency budget development and implementation, and employee supervision, contract administration, County-wide administrative practices, and general principles related to the functions of the assigned area.
- ~~Principles, practices, methods and current developments of public health, mental health, community, senior, family and social services programs.~~
- ➤ Applicable Federal, State, federal, state, and local laws, codes, and regulations regulating public health and mental health practices affecting all divisions and functions of HHSA.
- ~~Administration, objectives and methods of community action, Area Agency on Aging and related services.~~
- ~~Applicable Federal, State and local laws and regulations, including Local Agency Personnel Standards.~~
- ➤ Principles and practices of program management, including development, funding sources, grant writing proposals, program planning, monitoring, evaluation, quality control and fiscal management administration.
- ~~Principles Technical, legal, financial, and methods of public and community relations and public information practices and techniques.~~
- ➤ Local demographics and government organization as it relates to determination and problems associated with the management of health and human services, including the determination and management of social services programs and the needs of low income, disabled, mentally ill and senior persons HHSA programs.
- ~~County, state and federal public health, mental health and social service programs and agencies.~~
- 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:

- ~~• Plan, organize, assign, direct, review, and evaluate the work of assigned staff in a variety of complex public health, mental health, senior, public guardian, and social services programs. Select, motivate, and evaluate staff in work~~
 - Develop and implement goals, objectives, policies, procedures, work standards, and providing internal controls for their HHSA.
- Provide administrative and professional development, leadership and direction for HHSA and the County.
- ~~• Administer and manage a variety of technical public health, mental health, community and social services projects and programs.~~
- ~~• Analyze complex problems, evaluate alternatives, reach sound conclusions and develop, recommend and implement appropriate solutions.~~
- ~~• Use sound independent judgment.~~
- ~~• Communicate effectively with a variety of individual citizens, citizen groups, boards and commissions, staff and governmental groups.~~
- ~~• Prepare sound oral and written reports and recommendations, and clear and concise technical reports, correspondence and other written materials~~
 - Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- ~~• Interpret, explain and apply appropriate laws, rules, regulations, programs and procedures~~
- ~~• Identify program funding sources, and prepare grant application proposals, and contracts.~~
- Effectively monitor and achieve, and ensure compliance with provisions of program contracts, federal, state, and local policies, procedures, laws, regulations relevant to HHSA.
- ~~• Prepare and maintain the agency's budget.~~
- ~~• Identify the cultural patterns influencing community public health, mental health, community and social services.~~
- ~~• Represent the County in contacts with outside agencies and the public.~~
 - 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 cooperative 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 work~~

~~required experience, education, and training~~ **ENVIRONMENTAL—CONDITIONS/PHYSICAL DEMANDS**

~~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~~ The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

~~Environment:~~ Work is primarily performed indoors ~~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 ~~in a standard office setting.~~

~~Physical:~~ Primary functions require sufficient physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents and to operate equipment; hear in the normal audio range with or without correction. **Frequent** sitting; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold. **Occasional** standing, walking, bending and reaching; lifting, carrying or pushing objects 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 ~~that weigh up to 15 lbs. Infrequent climbing; lifting, carrying or pushing objects that weigh more than 15 lbs.~~

HISTORY

JCN: ~~1282~~
Created: ~~NOV 2011~~
Revised: ~~MAY 2013~~

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.