

## **ASSISTANT DIRECTOR OF SOCIAL SERVICES**

### **DEFINITION**

Under administrative direction, assists the Director of Social Services in the overall management and administration of the Social Services Department's operations, programs, initiatives and projects, and develops, recommends, and implements policies and procedures. The Assistant Director of Social Services is responsible for planning, organizing, directing, coordinating, and evaluating the various branches of the Social Services Department; acts in the absence of the Director; and performs other duties as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a single position class that functions as the assistant department head for the Department of Social Services with broad authority to act on behalf of the Director of Social Services on all department matters including those related to administrative services and programs within the Social Services Department such as public assistance, employment services, and adult and children's services. The incumbent assists the Director in ensuring that all department administrative and programmatic activities comply with applicable laws and regulations as well as the policies established by the County Administrative Officer and Board of Supervisors. This is an at will position and the incumbent is appointed by, and serves at the pleasure of, the appointing authority.

This class is distinguished from the class of Deputy Director in that incumbents in the latter class serve as senior managers over specific Social Services Department Branches but are not designated or regularly assigned to act as the assistant department head and do not have broad authority over the entire department. This class is distinguished from the next higher-level class of Director of Social Services in that the incumbent in the latter class is responsible for the overall administration, direction, management, and supervision of all branches, divisions, business units and sections of the Social Services Department.

### **EXAMPLES OF DUTIES**

Nothing in this specification restricts management's right to assign or reassign duties and responsibilities to this job at any time.

1. Assists the Director with planning, organizing, and managing the functions and services of the Department of Social Services. Acts in the absence, unavailability or delegated authority of the Director and provides administrative direction to other senior managers as required.
2. Assists the Director to develop Agency-wide policy and priorities and has oversight responsibilities in areas specified by the Director for services, structures controls and reporting systems for the continuity of effective and efficient delivery of human services to the public.
3. Represents the department and Director as assigned to County management, executives, and officials, as well as external agents and the public; attends Board of Supervisors meetings and various policy committees such as: Budget, Capital Improvement, Health, Housing, and Human Service Committees; as well as various Board appointed

commissions and committees; and community meetings to present and receive information and answer questions.

4. Selects, assigns, directs, and evaluates the performance of assigned management, supervisory and other personnel; establishes staff work standards and expectations; monitors work quality and productivity; directs and authorized employee performance improvement and/or disciplinary measures as required.
5. Represents the department at various external activities, explains and interprets policies, procedures, and regulations on complex public assistance programs to County officials, legislative bodies, boards, commissions, community groups and other organizations.
6. Consults regularly with Director, providing considerable input in the development and implementation of department strategic goals and objectives related to the department's mission.
7. Assists Director, County executive staff and others to coordinate and manage complex, highly visible projects.
8. Researches, analyzes, and reports on proposed and current legislation effecting human service programs and provides recommendations.
9. Directs the preparation and analysis of reports and studies to human services issues, recommends policy improvements, and provides appropriate cost analysis of various proposals.
10. Interfaces and collaborates effectively at multiples levels; establishes and maintains liaison with professional groups and agencies on various governmental levels.

### **QUALIFICATIONS**

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

#### **Knowledge and Skills:**

#### **Thorough knowledge of:**

1. Principles and effective practices of public administration, including organizational planning, fiscal management, budgeting, personnel management, procurement, and staff supervision.
2. Laws, regulations, principles, practices, methods, and current trends related to the administration of county programs and operations.
3. Principles and practices of organizational design and management analysis as needed to formulate and implement administrative policies.
4. Principles and methods of fiscal management to include budget development and expenditure controls, public financing, revenues, grants, contract administration and rate setting.
5. Principles and practices of program planning, development, monitoring, and evaluation.

6. Principles and practices of project management.
7. Principles and methods of strategic planning.
8. Research and analytical principles and methods.
9. Principles and practices of public relations and customer service.
10. Modern office automation technology and software relevant to resource management operations.

Working knowledge of:

1. Laws, regulations, principles, practices, methods and current trends related to county human services operations and programs.

Skill and ability to:

1. Assist with planning, assigning and directing the staff and activities of a complex county organization in a cost-effective manner while ensuring excellent customer service; plan, organize and direct diversified, multidisciplinary programs, projects, services and staff.
2. Identify, address and apply strategic orientation, situational awareness, and organizational savvy to a broad range and variety of complex and/or sensitive issues and matters; develop new and creative solutions and programs; recommend the development and utilization of effective automated systems.
3. Exercise a high level of independent action, decision making and analytical and critical thinking to evaluate complex problems and recommend appropriate solutions.
4. Successfully build and maintain cooperative and effective working relationships and work closely with, and promote involvement of, County and department executives, diverse groups, stakeholders, and individuals to identify and deliver services that meet their needs and the strategic vision, goals, and objectives of the department.
5. Formulate and present short- and long-range plans; coordinate resources and decision making with other branches as required and work collaboratively with staff, other departments, and various stakeholders to achieve successful outcomes.
6. Provide appropriate and effective leadership and management of diverse staff teams, including subordinate managers; employ a variety of communication resources and approaches to affect positive outcomes and build rapport throughout the organization; establish customer service standards and measurements and focus on their delivery as a major goal to meet customer needs.
7. Analyze, interpret, and implement program mandates and work within federal, state or other types of regulatory systems.
8. Appear before and/or conduct public meetings.
9. Prepare and administer budgets and financial/statistical records.
10. Demonstrates effective verbal and written communication skills.

**REQUIRED CONDITIONS OF EMPLOYMENT**

As a condition of employment, the incumbent will be required to:

1. Possess and maintain a valid California Class C driver's license (or) the ability to provide suitable transportation that is approved by the appointing authority.
2. Be available to work a flexible schedule, including evenings, weekends, holidays, and travel out of County to attend meetings.
3. Successfully complete and pass a thorough background check that includes fingerprinting.

**EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING**

Any combination of training, education and/or experience which provides the knowledge, skills and abilities and required conditions of employment listed above is qualifying. An example of a way those requirements might be acquired is:

Education:

Graduation from an accredited college or university with a bachelor's degree in public administration, business administration, health, social sciences, or a related field. A Master's degree in human services; social work; business administration; or a related field is highly desirable.

**AND**

Experience:

Five (5) years of progressively responsible management experience that included at least two years of senior level management experience over complex operations and/or programs, preferably in a human services-related agency including experience in the supervision of management level staff.

**CLASS HISTORY**

Class Code: 12C13  
Established Date: Unknown  
Revised Date: August 2021  
Former Title: (New)

**CLASS DATA**

Job Group: 01  
EEO Category: OA  
Work Comp. Code: 8810  
Bargaining/Employee Unit: Y  
FLSA: E

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Approved by:

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Director of Human Resources

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Date