

CHIEF DEPUTY DIRECTOR - SOCIAL SERVICES

DEFINITION

To plan, supervise and review the activities and operations of the Social Services Division of the Human Resource Agency, including CalWORKS Eligibility and Employment Services, MediCAL, CMSP, food stamps, welfare fraud, hearing and quality assurance programs, Child Protective Services and Adult Protective Services; to serve as acting Director in the absence of the Human Resources Agency Director; to provide highly responsible and complex administrative support to the Human Resources Agency Director.

DISTINGUISHING CHARACTERISTICS

This is a single position class. The predominant focus of the position is to manage, plan and coordinate the operations and activities of the Social Services Division within the Human Resource Agency, and to act as second in charge of the Human Resource Agency. As the designated Chief Deputy Director of Social Services pursuant to the Welfare and Institutions Code, this position has full signature authority for all mandated Social Welfare Programs. The incumbent exercises discretion in applying general goal and policy statements and in resolving organizational and service delivery problems. The Chief Deputy Director develops and implements division and agency goals, objectives, policies and priorities, and ensures that assigned activities are completed in a timely and efficient manner consistent with defined policies and regulations.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Human Resource Agency Director; exercises direct supervision over professional, technical and clerical staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Develops, plans and implements goals and objectives for division programs, including CalWORKS Eligibility and Employment Services, MediCAL, food stamps, welfare fraud, child and adult protective services, as well as supporting fiscal and clerical unit functions; recommends and administers division policies and procedures.

Provides overall agency coordination and integration of services, ensuring compliance with applicable laws and regulations and standards of service.

Coordinates division activities with those of other divisions, departments and outside agencies and organizations.

Directs, oversees and participates in the development of the division's work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.

Chief Deputy Director-Social Services
Rev.- 02/12/06
Rev.- 01/01/07
Rev.- 07/01/07
Rev.- 01/01/08

Res. #2006- 6
Res. #2006- 93
Res. #2006- 93
Res. #2007- 03

As chief fiscal officer supervises the development and administration of the division budget; interfaces with County and State fiscal agencies on allocation and expenditure of Federal, State and local revenue streams; forecasts funding needs and expenditure trends to provide for continuous and effective client services; monitors and approves expenditures for staffing, equipment, materials and supplies; prepares annual County and State level budget proposals for Social Services programs and implements mid-year adjustments.

Selects, trains, motivates and evaluates the work of department personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures as required.

Reviews and directs management in the implementation of all state laws and regulations affecting division programs; initiates and recommends procedures, guidelines and operating standards to meet state mandates and directives.

Oversees the preparation of monthly and quarterly fiscal claims, financial and statistical reports for state and county agencies/departments; reviews and approves division claims.

Monitors caseload assignments for eligibility, employment services and protective services case managers; works with managers to make adjustments as necessary to maintain standards and productivity.

Responds to and resolves difficult, sensitive and/or problematic citizen, client or community complaints or inquiries.

Provides leadership and direction and signature authority for all state-mandated welfare programs and overall department management in the absence of the Director.

Responds to requests for information and comments from the media in the Director's absence.

Participates on a variety of boards and commissions; attends and participates in professional groups and committees.

Performs general administrative work as necessary, including preparing reports and correspondence, conducting and attending meetings, reviewing and distributing correspondence, copying and filing documents, preparing and distributing meeting minutes, etc.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local laws, codes and regulations.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles and practices of organization, administration and personnel management.

Principles and practices of budget preparation and administration.

Principles and practices of supervision, training and performance evaluation.

Principles and practices of financial record-keeping and reporting.

Modern and complex principles and practices of social services program development and administration.

Principles and practices of case management.

Recent developments, current literature and sources of information regarding social services.

English usage, spelling, grammar and punctuation; basic mathematics.

Modern office practices and technology.

Ability to:

Understand, interpret and apply pertinent laws, codes and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Effectively administer a variety of Social Service activities.

Identify and respond to public and Board of Supervisors' issues and concerns.

Select, supervise, train and evaluate staff.

Prepare and administer a budget.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Gain cooperation through discussion and persuasion.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in social services work, including three years in an administrative or supervisory capacity.

Training:

Bachelor's degree with major course work in social services or related field.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Classification Code:	0466984
Bargaining Unit:	08
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	Refer to current "Class Range Sort List"