

## **DEPUTY DIRECTOR HEALTH AND HUMAN SERVICES**

### **DEFINITION**

Under executive direction, the Deputy Director is responsible to plan, supervise and review the activities and operations of the Health and Human Services Agency. Deputy assignments may be in one or more of the following program areas: Behavioral Health, Public Health, Social Services, Community Action, or Administration.

The Deputy is responsible to coordinate assigned program activities with other departments and outside agencies; to provide highly responsible and complex administrative support to the Health and Human Services Agency Director.

### **DISTINGUISHING CHARACTERISTICS**

The predominant focus of the position is to assist in the management, planning and coordination of the operations and activities of the Health and Human Services Agency. The Deputy may act on behalf of the Agency Director in his/her absence. The incumbent exercises discretion in applying general goal and policy statements and in resolving organizational and service delivery problems. The Deputy Director develops and implements department 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 Health and Human Services Agency Director; exercises direct supervision over professional and management staff.

### **EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

- Develops, plans and implements goals and objectives for department programs; recommends and administers department policies and procedures.
- Coordinates division activities with those of other departments and outside agencies and organizations.
- Represents the Agency at state and county meetings.
- Administers County Plans associated with assignment.
- Directs, oversees and participates in the development of the agency's work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.

- Participates in the development and administration of the agency budget; directs the forecast of additional funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements mid-year adjustments.
- Allocates fiscal, personnel and inventory resources for program/project implementation.
- Negotiates, develops and monitors contracts with service providers.
- Participates in the preparation and administration of grants. Monitors new legislation and regulations to ensure the department is in compliance with grant requirements.
- Oversees the development and management of subcontracts and contracts.
- 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.
- Coordinates and participates in a variety of staff, departments and agency meetings; prepares and presents reports.
- Selects, trains, motivates and evaluates the work of agency personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures as required.
- Monitors statistics and billings as required.
- Responds to and resolves difficult, sensitive and/or problematic citizen, client or community complaints or inquiries.
- Serves as acting director in the absence of the agency Director as required.
- May be designated as the Director of specific program areas for operational purposes.
- 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, reviewing correspondence, copying and filing documents, entering computer data and preparing spreadsheets, etc.
- Oversees implementation of quality improvement plans.
- Oversees cultural competency efforts.
- Responds to requests for information and comments from the media in the Director's absence.
- Develops and/or authorizes clinical procedures (Behavioral and Public Health)

- Recommends goals and objectives for agency programs; assists in the Action and implementation of agency policies and procedures.
- Provides advice and assistance to the director, Board of Supervisors and other County staff regarding agency fiscal, administrative, operations and systems;
- Implements automated systems as needed.
- Performs related duties as assigned.

## **QUALIFICATIONS:**

Knowledge of:

### General

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 change management

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

Modern office practices and technology.

### Specific to Behavioral Health:

Modern and complex principles and practices of public mental health, and substance abuse program development and administration.

Principles and practices of psychiatric care, substance abuse recovery, including assessment, evaluation and treatment methods.

Individual, family and group psychological, sociological and environmental problems encountered in conducting a public mental health and substance abuse program.

Causes, effects and methods of treatment for alcoholism, drug abuse and mental health issues.

Principles and practices of record-keeping and reporting.

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

### Specific to Public Health:

Modern and complex principles and practices of public health programs development and administration.

Principles and practices of public health services delivery, including nursing and environmental health services.

### Specific to Social Services:

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.

Specific to Community Action:

Modern and complex principles and practices of community development, engagement and sustainability.

Principles, history and assumptions of Community Action including the complexity of poverty and anti-poverty efforts.

Specific to Administration:

Organizes, manages and directs the administrative and fiscal service activities of the Agency, including accounting, budgeting, purchasing and data processing. Prepares the Agency budget (Administrative)

Ability to:

General

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 program activities.

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.

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

Gain cooperation through discussion and persuasion.

Communicate clearly and concisely, both orally and in writing.

Prepare comprehensive and complex technical reports.

**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 assigned field including three (3) years in an administrative or supervisory capacity.

Training

Master's degree in public health, nursing, social work, public administration, or field related to area of assignment.

**LICENSE OR CERTIFICATE**

All positions require possession of, or ability to obtain, an appropriate, valid California driver's license.

Assignment within Behavioral Health also requires possession of an appropriate, valid California license as a Licensed Clinical Social Worker, Medical Doctor, Licensed Clinical Psychologist, Licensed Marriage, Family and Child Counselor, or other acceptable license pursuant to the Welfare and Institutions Code, section 5751.2.

Assignment within Public Health also requires possession of an appropriate, valid California license as a Registered Nurse with a Public Health Certificate.

**ADDITIONAL INFORMATION:** The following is illustrative of the assignment for each of the positions. Assignment may be made to one or more of the following areas.

Behavioral Health : clinical administration of mental health, drug and alcohol programs, which may include: MHSA, community drop-in centers

Public Health: oversight of WIC, Communicable Diseases, Disaster preparedness, Environmental Health, and IHSS.

Social Services: oversight of mandated social service programs including Child Welfare, Adult Protective Services, CalWORKs eligibility and welfare to work, MediCal, CalFresh, CMSP, and General Assistance.

Community Action: oversight of Community Action programs including CDBG, CSBG, Victim Witness, energy assistance and housing programs.

Administration: organize, manage and direct the administrative and fiscal service activities of the Agency, including accounting, budgeting, purchasing and data processing.