

## **ASSISTANT DIRECTOR HEALTH AND HUMAN SERVICES AGENCY**

### **DEFINITION**

Under general direction, assists the Health and Human Services Agency Director in planning, organizing, directing, coordinating, and evaluating activities, programs and staff of the Health and Human Services Agency (HHS or Agency) and assigned department and functions; 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 County Administrative Officer, County departments, and Board of Supervisors in areas of expertise; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is a single position classification which reports directly to the Health and Human Services Agency Director. The incumbent has a significant responsibility for the development, implementation, oversight and evaluation of Agency programs, services and functions and is responsible for managing day-to-day activities of the Agency through subordinate managers and deputy directors. 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 HHS Director in that the latter is a department head with responsibility for overall administration and operations of the Agency.

This class is further distinguished from the Deputy Director of Health and Human Services as the latter classifications have responsibility and oversight of a division or special function within the agency.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Health and Human Services Agency Director; exercises general direction and supervision over professional, technical and administrative support and through subordinate levels of management and supervision.

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

Assists the Director in planning, developing and implementing goals and objectives, policies and work standards for HHS and Community Action programs.

Assists the Director with coordinating Agency activities with those of other departments and outside agencies and organizations; provide staff assistance to the Board of Supervisors and the Community Action Partnership Board of Directors; prepares and presents staff reports and other necessary correspondence.

Assists the Director to promote and maintain positive relationships and positive community image.

Responds to and resolve difficult and sensitive citizen inquiries and complaints.

Conducts and integrates functions and activities of assigned programs; develops standards and methods for measurement and evaluation of activities and work performance.

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 and Community Action Department to ensure compliance with all applicable laws and regulations, and integrate services to promote a trauma-informed and whole person approach.

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 modifications of existing programs as needed.

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.

Direct staff responsible for preparation and administration of Federal and state grants and loans; confer with federal, state and local agencies to ensure compliance with applicable rules and regulations.

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, County 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.

Serves on behalf of the Director as directed.

Performs related duties as assigned.

### QUALIFICATIONS

#### Knowledge of:

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

Public agency budget development, contract administration, agency-wide administrative practices, and general principles related to the functions.

Technical, legal, financial, and public relations problems associated with the management of HHSA programs.

Applicable federal, state, and local laws, codes, and regulations affecting all divisions and functions of HHSA.

Recent developments, current literature and sources of information regarding behavioral health, public health, social services, job development and training, housing and state and federal grant administration and financing.

Principles, practices, and current trends in delivery of health and human services programs and services.

Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

Standards of practice for health and human services organizations and quality improvement/quality management functions.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.

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.

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.

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.

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:

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.

AND

Training:

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.

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