



TITLE: ASSISTANT DIRECTOR OF SOCIAL SERVICES

FLSA: Exempt

BOARD APPROVED:

BARGAINING UNIT: Mgmt.

DEFINITION

Under the administrative direction of the Director, is responsible for the day-to-day operations of the programs provided by the Social Services Department, Community Action Agency, and the IHSS Public Authority, ensuring compliance with all applicable Local, State, and Federal laws and regulations. Provides direction for contract development, personnel, projects, and budgets for the three Departments.

SUPERVISION RECEIVED AND EXERCISED

Under direction of the Director, provides supervision to managerial, administrative and professional staff of the three Departments.

CLASS CHARACTERISTICS

This management level positions serves as part of the executive team and reports organizationally to the Director and functions as the assistant department head.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists the Director in assessing program needs and plans and oversees the implementation and administration of the services to meet these needs.
- Implements operating policies for the three Departments and establishes procedures to ensure compliance with all applicable Federal, State and Local laws and regulations.
- Assists the Director in developing, implementing and evaluating long-range management strategies and service objectives.
- Assists the Director in coordinating the activities of the three Departments with related Federal, State and Local agencies to maximize revenue and eliminate duplication of services.
- In cooperation with the Administrative Team, develops, implements and monitors the three Departments annual plans, contracts and budgets for operations.
- Represents the County at appropriate State and Federal conferences and meetings related to the Departments.
- Supervises, trains, coordinates and evaluates the performance of assigned personnel; makes recommendations to the Director regarding hiring, disciplinary action and dismissal of department personnel.

- Maintains communication with the Director and other County officials regarding ongoing issues.
- Assists in the solicitation of grant funds.
- Recommends to the Director the purchase of equipment, materials and supplies within applicable restrictions.
- Prepares administrative, fiscal and technical reports as required, and makes presentations to the Director, County Administration, Board of Supervisors and other County officials as may be required.
- Receives and responds to inquiries, concerns and complaints regarding human service delivery.
- Serves on various committees, boards and councils as appropriate and / or appointed by the Director.
- Promotes the culture within the Departments that reflects a commitment to high quality and accessibility and incorporates a focus upon operational efficiency and economy.
- Assists in the development of a clear and cohesive strategy with measurable goals to implement the Departments vision and respond to unanticipated problems and opportunities.
- Designs and implements operational efficiencies throughout the Departments without diminution of the quality of service.
- Assists in assuring that the Departments and their divisions are receiving all the funds to which they are entitled via Federal, State and Local resources.
- Collaborates with other human service providers and organizations having similar objectives and / or interests.
- Performs various administrative duties as necessary, including preparing comprehensive reports and correspondence, analyzing statistical data for reports, attending and conducting meetings, etc.
- Receives and verifies payroll records for assigned staff and forwards to payroll.
- Ensures compliance with all relevant laws and regulations regarding confidentiality within assigned program areas.
- May approve Board of Supervisor agenda summaries and contracts, and presentation of corresponding materials in lieu of the Director.
- Performs related work as required.

QUALIFICATIONS

Knowledge of:

- Applicable Federal, State, County, Department, and Program Division laws, regulations, policies and procedures
- Modern office practices and equipment, including computer systems and data management systems
- Principles and methods of management necessary to plan, analyze, develop, evaluate and direct the diverse and complex activities of a major social service agency
- Principles and practices of contract administration, personnel management, budget preparation, fiscal analysis and program management
- Grant preparation and administration
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for dealing effectively with the public, vendors, contractors and County staff, in person and over the telephone
- Principles of supervision, training, education and team building

- Issues of diverse cultures and socio, economic barriers and how they influence practices and program development

Ability to:

- Interpret, explain and apply laws, rules and regulations
- Participate in the planning, organization and supervision of program activities
- Develop, evaluate and implement program policies and practices to improve operations
- Use independent judgment and discretion in supervising various programs
- Make sound, educated decisions
- Read and interpret complex materials pertaining to the responsibilities of the job
- Assemble and analyze information and prepare written reports and records in a clear, concise manner
- Effectively prepare and control individual project budgets
- Perform duties under the stress of deadlines and public and political pressures
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work
- Work independently and as a team member
- Use English effectively to communicate in person, over the telephone and in writing
- 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
- Operate modern office equipment including computer equipment and specialized software applications programs
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines
- Establish and maintain effective working relationships with those contacted in the course of the work
- React calmly and professionally in emergency, emotional, and/or stressful situations
- Maintain high personal standards of ethics and integrity
- Make accurate arithmetic, financial and statistical computations
- Interact effectively with persons of different social, economic, and ethnic backgrounds

Education & Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of twelfth (12th) grade and graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration or other related field.
- Five (5) or more years of progressively responsible experience with three (3) years of supervisory experience.
- Other combinations of education and experience may be considered.

License & Special Requirements:

- A valid Class C California driver's license or alternative form of transportation may be required for some positions at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS

Must possess 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 partially a sedentary office classification; the job; standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels and controlled temperature conditions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**EQUAL OPPORTUNITY EMPLOYER / AMERICANS WITH DISABILITIES ACT
COMPLIANT / VETERANS' PREFERENCE POLICY / DRUG-FREE WORKPLACE**

(06/03/08)