

CLASS SPECIFICATION



CLASS: Director of Health and Human Services
ALLOCATION: Health and Human Services
FLSA STATUS: Exempt
UNION AFFILIATION: N/A - Management

ESTABLISHED: Circa 2000
REVISED: September 2022

JOB SUMMARY:

Plan, organize, manage, direct and administer the programs, activities and services of the County's Health and Human Services Department including public assistance, social and employment services, child welfare and adult services, veterans' services, public health and related human services with responsibility for fiscal management, personnel management, program planning and evaluation, and public and political relations; oversee public health education, in-home services, and specific direct client services through subordinate management levels; provide expert professional assistance to County management staff in areas of expertise; and perform related work as assigned.

CLASS CHARACTERISTICS:

This is an "at-will" department head classification appointed by and working at the direction of the County Administrator (CAO).

EXAMPLES OF DUTIES:

Essential:

- Develop, direct, plan, and implement goals, objectives, policies, procedures, and work standards for social services, public health services, veterans' services and related functional areas; develop and implement policy and procedural changes as required.
- Oversee the preparation and administration of multiple budgets for assigned functional areas.
- Act as a liaison with other County departments and agencies, including those that have a regulatory or shared interest in service provision with the Health and Human Services Department.
- Develop funding sources; oversee the submission of grant applications and the administration of grants, including the timely submission of required program, audit and financial reports.
- Ensure that all department functions comply with applicable federal, state and local laws and ordinances.
- Plan, organize, administer, review and evaluate the activities of County and contract staff through subordinate levels of supervision.
- Provide for the training and professional development of staff.
- Provide professional assistance and coordinate the activities of management and supervisory staff to ensure maximum client service delivery within program and resource guidelines and restraints.
- Collaborate and represent the County in meetings with executive management, other governmental agencies, community partners, service providers, and private organizations on matters related to the Department's operations; interpret laws and regulations and resolve complex administrative and service provision problems within the required laws, regulations and standards.
- Analyze operations to evaluate performance of the department and its staff in meeting objectives and to determine areas of potential cost reduction, program improvement, or policy changes; prioritize and allocate available resources; review and evaluate program and service delivery; make recommendations for improvements to ensure maximum performance and customer service.
- Monitor state and federal regulations and legislative activities pertaining to the responsibilities of the department; evaluate their effect upon County activities; recommend and implement changes to policy and procedures as appropriate.
- Oversee the provision of departmental administrative support services, including fiscal record keeping, reporting and the automation of departmental functions.
- Prepare and direct the preparation of a wide variety of analytical and statistical reports and informational materials for the Department, county management, governmental agencies, community partners, and private organizations; make presentations to a variety of audiences.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Coordinate departmental activities with those of other County departments.
- Use standard office equipment, including a computer, in the course of the work; drive a motor vehicle to attend meetings and inspect various sites.

EMPLOYMENT STANDARDS:

Knowledge of:

- Operations of a comprehensive and integrated health and human services organizations, including varied revenue streams.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles, practices and techniques of dealing effectively with appointed and elected officials of the County and other governmental jurisdictions.
- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, performance measurement, and coordination of people and resources.
- Principles, practices, methods and current developments of public health, veterans and social services programs.
- Principles, practices and funding sources related to the provision of health and human services to the community.
- Principles and practices of government budget development and administration, financial forecasting and analysis.
- Management principles and practices, including goal setting, program development, implementation and evaluations, strategic planning, and the supervision of employees.
- Analytical and report preparation techniques related to the funding and service evaluation of human services, health and related programs.
- Pertinent federal and state laws, regulations, legislative process, practices and policies related to public health, veterans, public assistance and human services programs.
- Principles and techniques of fiscal management and budgetary control.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Skill in:

- Planning, reviewing, organizing, supervising and administering the activities and operations of a multi-disciplinary management, professional, technical and clinical staff involved in complex and comprehensive programs.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Defining and analyzing problems and issues, identifying alternative solutions, projecting consequences of actions and implementation of recommendations.
- Planning, supervising, reviewing and evaluating the work of staff through subordinate levels of management.
- Monitoring and assessing the performance of one's self, other individuals, or processes to make improvements or take corrective action.
- Motivating, developing and directing people as they work; identifying the best people for the job and implementing an effective succession plan.
- Identifying the development needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Providing for the professional development and training of others in laws, regulations, policies and procedures related to the work.
- Making policy decision based on analyzing, interpreting, and implementing complex laws, ordinances, and rules and regulations.
- Preparing and directing the preparation of clear, concise staff reports, policies, procedures, correspondence, draft ordinances and other written materials, for the CAO, Board of Supervisors or the public.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Representing the Department and the County and coordinating activities with members of other departments, public agencies and community service organizations.
- Using tact, discretion and professionalism in dealing with those contacted in the course of the work.
- Making effective public presentations.
- Using diplomacy and tact to reconcile differences.

Ability to:

- Listen carefully to what other people are saying, take time to understand the points being made, and

ask questions as appropriate for clarification.

- Exercise initiative, ingenuity and sound judgment to solve difficult fiscal and administrative problems.
- Interpret, apply and explain applicable laws, codes and regulations.
- Analyze documents for compliance with Federal, State and industry standards.
- Make rational judgments and decisions in a timely manner particularly in situations involving potential risks.
- Take action on controversial issues that may conflict with personal values and interact with others in a non-judgmental manner.
- Communicate competently and effectively in writing and verbally as appropriate for the needs of the audience.
- Promote teamwork in the department and within county government.
- Interact with others and demonstrate sensitivity to their needs in order to establish and maintain supportive and professional working relationships.
- Maintain composure, keep emotions in check, control anger and avoid aggressive behavior, even in very difficult situations.
- Comply, and ensure compliance with all civil rights and non-discrimination laws in the workplace.
- Maintain discipline in the workplace in accordance with the relevant Master Labor Agreements and other applicable policies and procedures.
- Accept criticism and deal calmly and effectively with high stress situations.
- Perform calmly, purposefully and appropriately in emergency and stressful situations.
- Instill individual accountability and responsibility.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Drive a motor vehicle in order to visit work sites throughout the community and attend meetings

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment.
- Attend various meetings outside of normal working hours.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- Respond to emergency situations during weekends, holidays and other off-shift hours.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: A Bachelor’s degree from an accredited college or institution with major course work in business, health or public administration, social science, social work or a field related to the work and a combination of seven years of management and supervisory experience in a governmental setting.

PREFERRED: In addition to the minimum, an advanced degree in a field related to the work and management experience in a social service agency or health department, which has included budget development and administration; and program planning, implementation and administration.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Health and Human Services Approval:
Date:

Human Resources Approval:
Date:

Signature: _____

Signature: _____

EEOC: A
WC: 9410

Established: Circa 2000
Revised: June 2002, October 2013