

# COUNTY OF SOLANO

## DEPUTY DIRECTOR OF HEALTH AND SOCIAL SERVICES - SOCIAL PROGRAMS

Rev. 2/01  
CSC Exempt

### DEFINITION

Under general direction, plans, organizes, and manages Health and Social Services regional operations within the County Health and Social Services Department; serves as a member of the department's senior social services management team.

### CLASS CHARACTERISTICS

This class is characterized by the responsibility for directing multiple health and social service regional operations through subordinate managers and supervisors; ensuring the delivery of services in compliance with local, state and/or federal rules, regulations and policies.

### EXAMPLES OF DUTIES

Depending on assignment, duties may include but are not limited to the following:

1. Plans, organizes and directs the operation of health and social services within the Health and Social Services Department through subordinate managers and/or supervisors, to ensure delivery of mandated and other direct services or performance of support activities, in compliance with federal, state and local rules, regulations and policies.
2. Manages the work of subordinate supervisors, program managers and support personnel; confers with subordinates to review and monitor operations, employee performance and other administrative matters; mediates operational and personnel conflicts arising in assigned division; consults with other senior management staff to resolve conflicts or concerns as needed.
3. Provides liaison with various County officials, representatives of local business, community groups and/or other public agencies to explain departmental functions, policies and operations; clarifies department policies, procedures and regulations to further maintain cooperative relations; may make presentations before the Board of Supervisors, legislative committees and community groups.
4. Evaluates operational performance of assigned programs; reviews work methods and inter/intra-departmental procedures to ensure effective work flow and compliance with policy; reviews correspondence, regulations, reports and court decisions to determine necessary operational changes; coordinates divisional operations with other departmental activities through consultation with other senior management team members.
5. Develops, interprets, determines and communicates appropriate application of policy and operational procedure; conducts staff meetings and ensures appropriate communication throughout the division to which assigned.

**EXAMPLES OF DUTIES (Continued)**

6. May be assigned additional management and/or administrative responsibilities; may be assigned to conduct special studies, convene special committees or act on behalf of the Department Director; investigates and resolves issues of administrative concern.

**QUALIFICATION GUIDELINES**

**Education and/or Experience**

Progressively responsible experience in a public human or social services agency which included supervision over income maintenance and/or Social Services programs, supplemented by additional experience and/or education in public administration including supervision, budgeting, regulatory/legislative analysis which demonstrates possession of and competency in requisite knowledge and abilities. Typical qualifying experience would be:

Four years of progressively responsible management and supervisory experience in a social services agency which included program planning and evaluation, budget management, personnel management and performance evaluation, policy development and providing community service in a public agency. A Master's Degree in Public Administration, business administration or closely related field is required.

**KNOWLEDGE/ABILITIES**

**Thorough knowledge** of mission, goals and other objectives of Public Health, Mental Health and Social Services; organization and inter-relationship of Health and Welfare and Social Service agencies; federal, state and local Welfare programs and legislation/regulation; principles and practices of supervision and public personnel administration; principles and practices of health and social services including human behavior and socio-economic factors which affect service delivery and administration.

**Considerable knowledge** of regulatory analysis techniques; governmental budgeting and financial analysis practices; functions, operations and inter-relationship of the major operational divisions within Health and Social Service departments; automated information systems; work simplification and program evaluation techniques.

**Working knowledge** of public information and public speaking techniques; County programs and services.

**KNOWLEDGE/ABILITIES (continued)**

**Ability to** plan, organize and manage a segment of Health and Social Services Department operations; develop goals and objectives; understand, interpret and explain laws, regulations and policies governing Health and Social Service administrative practices; develop and implement operational procedures; identify and analyze administrative problems and implement operational changes; make decisions and independent judgments; determine the appropriate course of action in emergency or stressful situations; collect and analyze data to establish/identify needs and evaluate program effectiveness; prepare budgets; understand and analyze expenditure reports; prepare and present narrative and statistical reports; comply with laws, regulations and professional practices governing Health and Social Service program services and operations; secure cooperation and teamwork among professional and/or support staff; organize and prioritize work assignments; research regulations, procedures and/or technical reference materials; project consequences of decisions; determine and evaluate levels of achievement and performance; supervises subordinate managers, supervisors and support staff; work in an environment with considerable regulatory change and public interest; communicate effectively both verbally and in writing; represent the department effectively in public relations activities; speak to large and small groups; manage meetings effectively; establish and maintain cooperative working relationships.

**SPECIAL REQUIREMENTS**

Possession of or ability to obtain a valid Class C California driver's license may be required.

**SUPPLEMENTAL INFORMATION**

Independent travel may be required.

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