

## COUNTY OF SOLANO

### EMPLOYMENT & ELIGIBILITY SERVICES ADMINISTRATOR

Est. 03/06

#### **DEFINITION**

Plans, organizes and directs one or more major specialized public Social Services programs and assists the Deputy Director in division administration; serves as a member of the department's management team.

#### **CLASS CHARACTERISTICS**

This class is characterized by the responsibility for the management of one or more social services programs and for assisting the Deputy Director in planning and organizing overall operations. This class is distinguished from other management positions in the department in that incumbents manage large or multiple programs through subordinate program managers. This class is distinguished from the Deputy Director in that the latter is responsible for management of an entire division and reports directly to the Department Director.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from a Deputy Director of the Department.

Exercises supervision over management, supervisory, technical and clerical staff.

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

Plans, organizes and manages comprehensive social services programs within the Employment and Eligibility program area within the Health and Social Services Department; assesses program needs and existing/projected capabilities and designs a system of services to meet program/community needs, as well as to ensure compliance with laws, regulations and professional standards.

Reviews budgets for programs and contracted units; monitors and approves expenditures.

Supervises the work of contract employees, managers, program coordinators, professionals and clerical support personnel engaged in providing direct services to target population and program support staff; reviews work and provides technical assistance in complex and/or difficult situations; interprets and explains program policies and regulations; establishes standards for and ensures compliance with clinical and administrative operations.

Meets with contract agency direction and staff to review performance, facilitate problems solving,

respond to concerns and negotiate contracts.

Assist in developing and implementing goals, objectives, policies, and priorities; allocate resources accordingly.

Facilitate development of grant proposals; review and edit proposals; develop or review proposed budgets.

Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor workload and administrative and support systems; identify opportunities for improvement; direct the implementation of changes.

Prepares and submits funding proposals, planning documents and program effectiveness reports; prepares and justifies budget requests; analyzes and interprets proposed and enacted legislation and regulation.

Acts as the division's principle representative in contact with governmental agencies, service providers and professional organizations, community groups/organizations and other County departments on matters related to assigned responsibility.

Participates in Division program planning and policy formulation; assists in establishing goals, as well as evaluating and coordinating overall operation of the Department; may be assigned additional management or administrative activities; may act on behalf of the Deputy Director.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Principals and practices of public administration and program management, including planning, implementation, and evaluation.

Current trends in employment and eligibility services research, education and related services.

Budget expenditure monitoring and employment and eligibility funding streams.

Policies, regulations and procedures governing assigned programs in public employment and eligibility services; goals and limitations of public programs within a specific assignment; legal requirements affecting service delivery and operations.

Techniques used to establish and maintain effective communication with clients; socio-economic factors affecting the client; needs, problems and behavior of people in target population.

Services needed by children and families to move families toward self-sufficiency.

Services provided by Solano and other surrounding counties.  
Principles and practices of supervision; performance evaluation and discipline processes applicable to the public sector; staffing requirements for the program; training and supervisory practices.

**Skills to:**

Utilize basic office equipment.

**Ability to:**

Plan, organize and direct a health services program; develop and manage a program budget.

Identify and evaluate the need for developing proposed changes in program practices and procedures; interpret and apply a variety of complex county, state and federal regulations, policies and guidelines related to a specific program; comply with laws, regulations and professional practices governing program services and operations maintain accurate records and document actions taken; prepare narrative and statistical reports.

Supervise, advise, consult with and train others engaged in professional and technical work; secure cooperation and team work among staff; deal firmly and fairly with clients of various socio-economic backgrounds and temperaments organize and prioritize work assignments; effectively delegate responsibility and authority to others; determine and evaluate level of achievement and performance.

Collect and analyze data to establish/ identify needs, evaluate program effectiveness; develop goals and objectives for assigned work units or projects.

Research regulations, procedures and/or technical reference materials.

Interpret administrative direction for incorporation into operational policy and procedures.

Maintain confidentiality of information.

Communicate clearly and concisely, both orally and in writing; compose correspondence independently.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**QUALIFICATION GUIDELINES**

**Experience:**

Five (5) years of progressively responsible experience in the delivery of community Social Services, or closely related experience, that includes at least two (2) years of direct program management and supervision of professional staff coupled with experience in public administration including budget preparation, contract administration, project management and program planning and evaluation.

**Education:**

A Bachelor's degree is required from an accredited college or university preferably with a major in Social Work, Business or Public Administration or a related field.  
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Master's degree in Social Work, Business or Public Administration or a closely related field is preferred.

**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.

Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 11165/11166 of the California Penal Code relating to child abuse reporting and Section 15630 relating to Adult Abuse and reporting.

Candidates for some positions in this class will be required to pass a background investigation in accordance with applicable law, regulation and/or policy.

**ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Incumbents must be able to work in an institutional environment which may include exposure to communicable disease and unpleasant working conditions.

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Yolanda Irigon  
Director of Human Resources

**Established:** March 2006  
**BOS Date:** May 24, 2005