

## COUNTY OF SOLANO

### HEALTH SERVICES MANAGER (SENIOR)

#### **DEFINITION**

Plans, organizes, directs and supervises the operations of one or more health programs within the Health and Social Services Department; assists in the development and implementation of policies and procedures related to one or more of service areas; provides staff support to higher level management within the assigned division; serves as a member of the department's management/supervisory team.

#### **CLASS CHARACTERISTICS**

This class is characterized by the responsibility for the ongoing management of complex public health programs with multiple funding sources and reporting requirements, policy formulation and a broad scope of community service delivery. This class also has responsibility for developing and implementing integrated County-wide program activities whose goals, objectives and policies have considerable impact. This class is distinguished from the classification of Mental Health Administrator in that the latter is responsible for assisting a Deputy Director of Health and Human Services with development of goals and objectives planning and implementing programs to serve those needs.

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

Receives direction from a Deputy Director of the Department.

Exercises supervision over supervisory, technical and clerical staff.

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

Plans, organizes and manages a complex health services program according to department and funding source requirements; prepares and monitors the annual budget for one or more programs; reviews and controls expenditures and service revenues; develops data collection systems and prepares regular statistical and progress reports.

Gathers and analyzes information to determine new and ongoing program needs; determines program objectives and formulates procedures and protocols for program services; monitors progress toward program objectives.

Reads, analyzes and interprets laws, regulations, policies and procedures governing assigned program operations; determines and reports on impact of proposed legislative and regulatory changes; assists in development of County policies to effect changes in program operations.

Determines internal program organizational structure; supervises, trains, assigns and evaluates staff; determines program utilization of own staff and other departmental personnel; confers with and/or makes recommendations to the management team with respect to complex personnel employee relations matters, as well as public contact problems, which may have significant administrative or

legal consequences.

Develops and writes grant proposals; prepares narrative statements identifying needs, objectives, methods, evaluation and budgets.

Represents the division or department on task forces, planning bodies, committees and other groups; confers with representatives of funding sources and licensing bodies; explains the division or department role to officials, groups and individuals.

May be assigned additional supervisory and/or administrative responsibilities.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

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

Current trends in research, education and related services.

Budget expenditure monitoring.

Polices, regulations and procedures governing assigned programs in public assistance; 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.

Case review practices and techniques.

Services provided by Solano and other surrounding counties.

Record maintenance and case management practices.

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 or social services; 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**

Four years of increasingly responsible experience in a Public Health program of which one year was in a Health and Social Service Manager or equivalent capacity.

**Education**

Bachelor's degree is required from an accredited college or university with a major in Nursing, Psychology, Social Work or a related field applicable to the area of specialization.

### **SPECIAL REQUIREMENTS**

Depending on assignment, incumbents in this class may be required to possess a valid certification as a Dietitian issued by the American Dietetic Association or otherwise satisfy the `competent professional authority criteria of WIC program regulations (7 CFR 246) is required, a valid Registered Nursing License issued by the California State Board of Registered Nursing or a certificate in Public Health Nursing issued by the California Board of Medical Quality Assurance or registration as an Occupational Therapist with the American Occupational Therapy Association or a Master's Degree in Public Health.

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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Director of Human Resources

**Established:** May, 1997

**Revised:** October, 2001, February 2003 (from Health and Social Services Manager (Principal)

**Revised:** May 22, 2003

**BOS Date:** June 30, 2003

*County of Solano*  
*Health Services Manager (Senior) (continued)*

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