

## **DIVISION DIRECTOR OF HUMAN SERVICES**

### **DEFINITION**

The Division Director is a member of the Health and Human Services Agency (Agency) senior management team that assists the Agency Director in managing and directing an assigned Division; when appointed shall serve as the acting Director in the Director's absence and shall assume full responsibility of the Agency; manages day-to-day operations of a branch of the Agency including, but not limited to, Children's System of Care, Child Welfare Services, Homeless and Housing Programs, Veteran's Services, Public Authority, In-Home Supportive Services, Adult Protective Services, Senior Services, Public Assistance Programs (CalFresh, CalWORKs, Employment) and Public Conservator/Guardian Program.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Agency Director.

Exercises direct and indirect supervision over management, supervisory, professional, technical and clerical personnel.

### **EXAMPLES OF ESSENTIAL FUNCTIONS**

*Duties may include, but are not limited to:*

Establishes the requirements for the division programs to meet local human service needs.

Develop, implement, and interpret policies and procedures related to assigned programs and services.

Plan, organize, coordinate, and direct activities and operations of the Division; confer with the Director regarding policies and operating processes; review, evaluate and recommend changes in policies, programs and operations; mentor and coach subordinates to implement the direction of the Agency; identify emerging issues; assess alternative strategies and action plans, and solves problems.

Recommend priorities for Division resource allocations; recommend, develop, implement and evaluate strategic plans, goals, objectives, policies and procedures related to these functions; coordinate health activities with other County departments and outside agencies.

Develop and implement work plans, performance measures, assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

Confer with County Health Officer on all aspects of division operations including, but not limited to, public health actions and clinical services.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as requested; maintain discipline and high standards necessary for the efficient and professional operation of the Division.

Direct all operations of the Human Services Division in a manner that maximizes revenue, minimizes costs and eliminates duplication of services, assuring a high level of integration with the Division Directors and its related functions.

Consult and cooperate with state departments, County department directors, advisory boards and advocacy groups on all aspects of health or human services and community outreach; identify and assess community, constituent, policy and operational issues and problems; develop, evaluate and recommend alternative strategies and solutions; and assist in implementing strategies, operational plans and programs.

Ensures implementation and ongoing coordination of the Children's System of Care.

Review and implement emergency action plans developed as part of an Emergency Operations Center or Department Operations Center activation.

Prepare the Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Conduct and/or attend various public meetings to represent the interest of the division; build and maintain positive working relationships with state departments, department heads, County managers, County employees, and the public using principles of good customer service.

Represent the division to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Evaluate public complaints pertaining to activities, practices, or individuals of the Division; direct the internal investigations within the Division as directed by the Agency Director.

Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary.

Perform related duties as assigned.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

Operations, services, and activities of a comprehensive and integrated health or human services program.

Principles and practices of leadership; organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Principles and practices of policy development and implementation.

Principles and practices of organization, administration and personnel management.

Principles of financial administration, including public budgeting, reporting, health care reimbursement and alternative funding sources and strategies.

Principles of supervision, training and performance evaluation.

Principles and practices of business correspondence and report writing.

Legislative process and current developments related to health and social programs.

Inter-governmental relationships and regulations affecting health and human service program delivery.

Pertinent local, state and federal laws, rules and regulations.

**Ability to:**

Manage and direct a comprehensive and integrated health or human services program.

Review and report on job analyses and evaluation, organizational design, staffing patterns/levels and training needs, analyze employee relations issues; assist in providing administrative and professional leadership in support of the Agency.

Successfully develop, control and administer divisional budget and expenditures.

Analyze and assess programs, policies, and operational needs and make appropriate adjustments.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Identify and respond to sensitive community and organizational issues, concerns and needs.

Coordinate and integrate program components in a cohesive and effective service delivery system.

Interpret and apply County policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Work with various cultural and ethnic groups in a respectful and effective manner.

Establish and maintain effective working relationships with those contacted in the course of work.

Gain cooperation through discussion and persuasion.

Oversee the planning, directing and monitoring the administration and operations of a complex division with a wide variety of programs, services and funding sources.

Assemble, organize and present in written or oral form, administrative, financial, factual, and other information derived from a variety of sources.

Supervise, train and evaluate assigned personnel.

#### **TYPICAL WORKING CONDITIONS**

Work is performed in a normal office environment.

#### **TYPICAL PHYSICAL REQUIREMENTS**

Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel object, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

#### **MINIMUM QUALIFICATIONS**

##### **Experience:**

Five years of responsible program experience and /or administrative experience relating to planning, organizing or directing the operations within a complex department or agency with a wide variety of programs, services and funding sources. Experience in a health or human services agency is desirable.

##### **Education:**

Master's degree from an accredited college or university with major course work in social work, public administration, public health, health science, sociology, psychology, counseling, behavioral sciences, business or a related field.

##### **Additional Requirements:**

Possession of a valid California driver's license. Under certain circumstance, the Human Resources Director may accept a valid driver's license from another State if applicant

acknowledges his/her intent to acquire a California driver's license within three month by signing an acknowledgement form.

Must have the ability to pass the California State Department of Justice fingerprinting clearance.

Must pass a pre-employment physical.

**This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.**

Created: 6/2019 (B/S Res. 19-373)