RESOLUTION - ACTION REQUESTED 2019-373

MEETING: June 25, 2019

TO: The Board of Supervisors

FROM: Kimberly Williams, Human Resources Director

RE: Approve HHSA Class Specs and Salaries

RECOMMENDATION AND JUSTIFICATION:
Effective July 1, 2019, in conjunction with the Health and Human Services Agency (HHSA) consolidation, approve new classifications and job descriptions, assign the bargaining unit designation to each classification, and approve associated salaries.

HHSA has been working with a consultant to develop new classifications that have been reviewed and approved by the Human Resources Department. A span of control analysis revealed that additional positions are needed to effectively manage the larger HHSA organization. It is recommended that the Board of Supervisors approve the new classes and associated salaries and further recommends that each of the new classes are designated and assigned to the Mariposa County Managerial and Confidential Organization (MCMCO).

The new classifications and monthly salary ranges are:
- Division Director of Administrative Services $8,247.56 - $10,024.89
- Division Director of Health Services $8,247.56 - $10,024.89
- Division Director of Human Services $8,247.56 - $10,024.89
- Deputy Director (five separate positions) $7,289.22 - $8,860.46
- Program Administrator $6,323.12 - $7,685.78

The Division Director of Health Services and the Division Director of Human Services requires that an incumbent have a Master's degree. Currently, employees who have a Master's degree in certain fields of study receive a $700 monthly stipend and those who have a specific license receive an $800 monthly stipend (section 6.3.5.1 of the MCMCO Memorandum of Understanding). It is recommended and supported by MCMCO that the incumbents in the positions of Division Director of Health Services and the Division Director of Human Services be exempt from receiving the stipend. This will alleviate any salary compaction issues between the Agency Director and an incumbent in the Division Director position.

BACKGROUND AND HISTORY OF BOARD ACTIONS:
At their meeting of August 14, 2018 by Resolution No. 18-403, the Board of Supervisors approved the consolidation of the Community Services Department, the Health Department, and the Human Services Department effective retroactively to July
Resolution - Action Requested 2019-373

1, 2018.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:
Do not approve this action as recommended; amend this action as the Board desires and approve.

FINANCIAL IMPACT:
No Financial Impact.

ATTACHMENTS:
Division Director of Administrative Services (PDF)
Division Director of Health Services (PDF)
Division Director of Human Services (PDF)
Deputy Director (PDF)
Program Administrator (PDF)

RESULT: ADOPTED [UNANIMOUS]
MOVER: Merlin Jones, District II Supervisor
SECONDER: Marshall Long, District III Supervisor
AYES: Smallcombe, Jones, Long, Cann, Menetrey
DEPUTY DIRECTOR

DEFINITION
The Deputy Director of the Health and Human Services Agency (Agency) is an executive management level position that reports to the Director of Health Services; the Director of Human Services or the Director of Administrative Services. Incumbents are responsible for the overall administration of a branch or for delegated elements of overall departmental operations, finance or administration. Responsibilities include oversight of complex programs, meeting benchmarks and mandated targets/performance outcomes. Incumbents provide organizational leadership through changing technologies, initiatives, and legislative mandates. This position is a key advisor to the Division Directors and acts for the Division Director within delegated authorities. A professional license and/or certification is desirable in some positions in this class. A strong commitment to public service is also desirable.

DISTINGUISHING CHARACTERISTICS

Deputy Director – Administration
Administration Branch - As part of the Agency reporting to the Division Director of Administrative Services, plans, implements and oversees budgets, contracts, and technical services across the Agency. The Administration Branch assumes responsibility for overall development, coordination and management of fiscal and management systems and forecasts, in consultation with services Divisions, the resources needed for effective service delivery to the community.

This Branch also assists the Division Director with public health emergency response policy and preparedness development, staff development and training, and oversees program integrity operations to monitor compliance across programs throughout the Agency.

The Branch includes programs and units such as: Fiscal, Information Technology, Contract Management, Staff Development and Program Integrity.

Deputy Director - Adult and Aging
Adult and Aging Branch - As part of the Agency reporting to the Division Director of Human Services, the Adult and Aging Branch provides a variety of services to residents of Mariposa County with a focus on administering programs to serve and protect vulnerable and older adults.

The primary mission of this Branch is to promote the safety, well-being and stabilization of vulnerable adults, seniors and veterans.

The Branch includes programs and units such as: Adult Protective Services, Senior Services, Veterans Services, In-Home Supportive Services, Energy Assistance Programs, Housing and Homeless Assistance and Homeless Shelter Operations.
**Deputy Director - Behavioral Health and Recovery Services**

Behavioral Health and Recovery Branch - As part of the Agency reporting to the Division Director of Health Services, provides mental health and substance use disorder services to adults and children throughout the County. Staff within this Branch work in multiple settings including, but not limited to County offices, client homes, emergency departments, the County jail, schools and non-profit agencies. The Branch holds multiple contracts with psychiatric inpatient units, residential treatment facilities, private providers, and non-profit agencies.

The primary mission of this Branch is to promote and improve the health and wellness of the residents of Mariposa County.

The Branch includes programs and units such as: Crisis Response, Adult and Children’s Mental Health Services, Psychiatric Services, Wellness Center, Substance Use Disorder Outpatient Services, Drug Court and Behavioral Health Court, and Restoration of Competency.

**Deputy Director - Public Assistance Branch**

Public Assistance Branch – As part of the Agency reporting to the Division Director of Human Services, plans, implements and oversees a spectrum of programs and services designed to move people from public assistance to independence. Through County-wide outreach and community engagement, this Branch administers a variety of programs for residents both with and without minor children.

The Branch’s primary mission of fostering self-sufficiency among those it serves touches every facet of daily life from employment, housing and health care to transportation, education and child care.

The Branch includes programs and units such as: Employment Services, CalLearn, CalWORKs, CalWORKs Housing Support Program, CalFresh, Medi-Cal, General Assistance and SSI Advocacy programs.

**Deputy Director - Public Health**

Public Health Branch – As part of the Agency reporting to the Division Director of Health Services, administers a variety of programs to support the overall health and well-being of County residents. This Branch provides information, education and consultation on matters related to the prevention, diagnosis and treatment of diseases and conditions of public health significance. The Branch additionally promotes and participates in activities to support the overall improvement of Social Determinants of Health.

The Branch is responsible for achieving and maintaining accreditation through the Public Health Accreditation Board and addressing all standards and measures associated with accreditation.

The Branch includes programs and units such as: community health and clinic services such as California Children’s Services, Maternal and Child Health, Immunizations and the SAFE
County of Mariposa
Deputy Director
Page 3

Program; Public Health Emergency Response, Health Education, such as Nutrition and Tobacco Programs; and Environmental Health.

SUPERVISION RECEIVED AND EXERCISED
Receives direction from an assigned Division Director or the Agency Director.

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

EXAMPLES OF ESSENTIAL FUNCTIONS
Duties may include, but are not limited to (for all assignments):

Oversee and coordinate the fiscal management, personnel management, program planning and evaluation functions of the assigned area of responsibility.

Develops and implements goals, objectives, policies, procedures and work standards for assigned divisional areas.

Assures services are delivered to program participants in a timely, efficient and effective manner and in compliance with federal, state and local laws.

Works cooperatively with other department and division leaders to effectuate the integrative and interdependent elements of the Agency’s systems of care.

Plans, organizes, coordinates and directs assigned areas in establishing performance standards for quality timeliness, communicating goals and performance expectations, and ensuring conformance to established policies and procedures.

Assesses service delivery and communicates these findings to the Division and Agency Director; implement changes to improve efficiency and service quality; maximize effectiveness of programs operations, and ensure alignment with the Agency’s vision and mission.

Supports the Division Director in the administration of the Branch’s budget; forecasts the need for additional funds for staffing, equipment, materials and supplies; monitors operations in order to ensure the accomplishment of objectives within budget restrictions.

Serves as a technical expert by providing consultation regarding programs, legal or policy matters to entities such as County department managers or administrators, Board of Supervisors, advisory boards and advocacy groups.

Ensures that all services are coordinated with programs and services provided by other Agency Branches, and related state and federal programs.

Establishes, facilitates and maintains effective communication between professional, clinical and technical staff, including managers and staff in other local, state and federal agencies.
Responds to and resolves citizen, client or community inquiries, requests for assistance, and complaints or grievances.

Reviews compliance of programs and performance reports; and develops methods for improving staff and program performance.

Conducts public speaking events with the goal of outreaching to and engaging community partners and stakeholders.

Selects, supervises, trains and evaluates subordinate supervisory, professional, technical and clerical personnel.

Assists in the development and management of Branch goals, objectives, and policies to meet the Agency’s and County’s strategic direction.

Implements, updates, and maintains the Branch’s policies and procedures, and advises the Division Director on needed revisions and changes.

**EMPLOYMENT STANDARDS (for all assignments)**

**Knowledge of:**
Administrative principles and methods, including policy implementation, goal setting, program development and administration, and personnel management.

Budget development and administration.

Health and human services programs related to assigned area of service.

Governmental organizational structures.

Social, political and economic issues influencing area of responsibility.

Available public and private community resources.

Principles and practices of conflict resolution.

**Ability to:**

Analyze and resolve complex administrative problems and negotiate effective solutions among diverse interests.

Exercise sound independent judgment within general policy guidelines.

Establish and maintain effective working relationships with a large and diverse group of people encountered in the course of the work.
Monitor the activities in multiple programs or functions to ensure all activities are consistent with established policies and procedures and the mission of the Agency.

Delegate work assignments and appropriate level of responsibility to employees in order to ensure the completion of work assignments and projects.

Read and understand complex written materials, such as laws, proposed legislation, policies, and reports in order to interpret, explain and apply.

Communicate verbally, in person or by telephone, clearly and concisely with a variety of audience on a variety of matters.

Write to ensure effective and clear communication and proper composition of reports, correspondence, email, and other written communication.

**TYPICAL WORKING CONDITIONS**
Work is normally performed in an office environment; travel to regional and statewide meetings is necessary.

**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**
Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Possession of a Bachelor’s degree from an accredited college or university in a management field such as public administration, business administration, or health services administration; or in a related human service field such as social work, psychology, mental health, public health, health sciences, or sociology; or a closely related health field such as a life sciences or physical sciences. A Master’s degree is desirable.

For the Deputy Director of Behavioral Health and Recovery Services:
A Master’s Degree in social work, psychology, marriage and family therapy or a related field is required.

And
Four (4) years of experience managing a major organizational unit or program within the field of human services delivery or human services administration with responsibilities for planning, directing, and controlling the activities of subordinate staff; and including program development and management, budget preparation and administration, development of policies and procedures, and supervision and evaluation of staff.

**Additional Requirements:**
May require possession of a specific license to perform and/or oversee clinical functions in the State of California.

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)
DIVISION DIRECTOR OF ADMINISTRATIVE 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 Director’s absence and shall assume full responsibility of the Agency; manages day-to-day operations of a branch of the Agency; plans, directs, develops, coordinates, manages and implements a variety of specialized administrative functions and services in the areas of compliance, finance and budgeting, purchasing, contract/grant development, administration and management information systems.

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:

Directs the activities of a major functional support area in the Agency, including human resources, procurement and purchasing, information technology and/or special projects.

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.

Assists in the preparation of the annual budget and in the administration of the final budget; oversee the fiscal functions of the department, including budget development, accounts payable, and accounts receivable in consultation with the Agency Director and the division directors; ensures the development and implementation of effective fiscal and contract policies and procedures to maintain compliance with all federal, state, and local funding sources.

Oversee and monitor various compliance units such as the Program Integrity Unit which includes fraud investigations; and civil rights complaints and investigations.

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.

Confer with the Agency Director on matters of policy and procedures and representing the department in public county and review meetings.

Coordinate activities with other departments and outside agencies and organizations to ensure cooperation on all governmental levels on matters pertaining to Administrative Services.
County of Mariposa  
Division Director of Administrative Services  
Page 2

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.

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.

Establish and enforce County-wide standards in the areas of for which the Agency is responsible, including information technology, purchasing, custodial, and telecommunications.

Act as the Safety Officer for the Agency, ensuring the development and implementation of all related safety plans; participates on the County-wide Safety committee.

Plans, organizes, manages, coordinates and directs the administrative functions of the Agency.

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

Research and prepare technical and administrative reports; prepare written correspondence.

Perform related duties as assigned.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

Principles and techniques of database administration, systems analysis and computer programming.

Principles and techniques of local government purchasing; and state and federal funding structures and processes.

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

Pertinent policies, procedures, laws, rules and regulations as they apply to human resources management.

Techniques of planning and performing administrative, operational, staffing, organizational and fiscal analysis, including project management.

Principles and practices of policy development and implementation.

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 large, complex department or agency with a wide variety of programs, services and funding sources. Knowledge of local client demographics, community needs, and relationships with community partners preferred. Experience in a health or human services agency is desirable.

**Education:**
Bachelor’s degree from an accredited college or university with major course work in behavioral, social, health science, special education, fiscal management, public or human service administration. Master’s degree in Public Administration or a closely related field is desirable.

**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)
DIVISION DIRECTOR OF HEALTH 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 Director’s absence and shall assume full responsibility of the Agency; manages the day-to-day operations of a division of the Agency including direction of deputy directors leading the Behavioral Health Branch (including adult mental health), the Public Health Branch (including Environmental Health); and ensures coordination of Adult System of Care.

SUPERVISION RECEIVED AND EXERCISED
Receives direction from the Agency Director.

May receive limited direction from the County Health Officer in some cases, specifically, but not limited to Health and Safety Code §101310.

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 behavioral and public health needs.

Develop, implement, and interpret policies and procedures related to behavioral and public health branches and other 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 Health 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 their 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 Adult 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 Director.

Research and prepare technical and administrative reports; prepare written correspondence.

Perform related duties as assigned.

**EMPLOYMENT STANDARDS**

**Knowledge of:**
Public health issues and their relation to existing and new programs and services.

Environmental health issues and their relation to existing and programs and services.
County of Mariposa
Division Director of Health Services
Page 3

Behavioral health problems and issues and their relationship to the development and delivery of behavioral health programs and services.

Operating policies and procedures of the State Mental Health Services Division and general requirements of the Mental Health Services Act.

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.

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.
County of Mariposa  
Division Director of Health Services  
Page 4

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 business, public administration, public health, health science, sociology, social work, psychology or a related field.

**Additional Requirements:**
May be required to meet the requirements of a Mental Health Director as referenced in 9 CCR § 620.

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)
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.
County of Mariposa
Division Director of Human Services
Page 2

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)
PROGRAM ADMINISTRATOR

DEFINITION
Reporting to a Health and Human Services Agency (Agency) Division Director or designee, the Program Administrator plans, coordinates and implements the programmatic, administrative, and operational activities in support of assigned, interrelated program areas within the Agency. These typically include Child Welfare or Adult Protective Services, or administration of Special Projects; provides staff support to higher level of management within the assigned area of specialization; directs, manages and supervises the work of assigned subordinate team members, technical and clerical staff; and functions as a proactive and positive member of a program management team within the Agency.

Distinguishing Characteristics
This position has supervisory responsibility of program activity within the context of one complex division or program or multiple program areas. The position serves as a member of the division leader’s team. Incumbents within this job class provide responsible clinical, administrative, operational, and program management within the Agency.

SUPERVISION RECEIVED AND EXERCISED
Receives direction from the assigned Agency Division Director or his/her designee.

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

EXAMPLES OF ESSENTIAL FUNCTIONS
Duties may include, but are not limited to:

Assists in recommending and developing goals, objectives, policies and priorities related to a specialized service or program and is responsible for implementation of these objectives and programs.

Plan, organize, and manage programmatic, administrative, and operational activities in support of multiple program areas; oversee and coordinate the allocation of designated resources, administer the record keeping and reporting functions, and ensure compliance with stated mission, goals, regulations, and guidelines.

Establish programs’ objectives and performance standards; evaluate programs operations and activities in terms of overall effectiveness and compliance; implement improvements and modifications as necessary; and adjust overall goals and objectives in response to program directives and/or client needs.

Identify and develop new and/or modified programs that would promote and enhance the mission, goals, and objectives of the Agency and its client services; initiate, oversee, and
participate in the necessary research and analysis to justify the appropriateness of implementing the proposed program/project.

Provide professional and managerial resources to the Agency Director; other managers, staff, and clients in a responsible and supportive manner that will maximize the Agency’s effectiveness, responsiveness, and in accordance to its mission and objectives.

Represent the Agency and act as liaison with a variety of pertinent federal, state, and local agencies/organizations; act as primary and major resource regarding assigned programs; respond to inquiries; coordinate data, resources, and work products as necessary.

Participate in budget preparation and administration for assigned program; preparing cost estimates/projections, submitting justifications for requested resources, and monitoring and controlling expenditures.

Provide technical expertise in the investigation and resolution of complaints/concerns related to designated program areas and activities; identify solutions to major issues involving policy, client service delivery and organizational changes and directions.

Collaborate with appropriate departments, programs, and work units to secure advice, resources, and technical services necessary to achieve assigned program goals, objectives, and directives in accordance with mutually agreed upon timeframes and in compliance with pertinent guidelines and regulations.

Direct and coordinate effective delivery of services within assigned areas, assuring that clients have necessary access to related services and supports, such as health and mental health, substance use disorder, probation, and other parallel systems.

Coordinate and oversee system of care duties to help create a sustainable system while working together with subordinates, clients and outside agencies to reach desired outcomes.

Performs related duties as required.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

Principles, objectives, and goals of public health and/or human services agencies and designated program areas.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, state and federal laws, rules and regulations related to the health and human services regulations and funding sources.
Organizational and management practices as applied to the development, analysis, and evaluation of programs, policies and operational needs.

Principles and practices of organizational administration and personnel management.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Cultural, religious, economic and social groups and relationships to the delivery and acceptance of health and human services.

**Ability to:**
Organize, direct and coordinate program services.

On a continuous basis, know and understand all aspects of the job; analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

Interpret, explain and implement pertinent County-wide and Agency policies and procedures. Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Work effectively with diverse audiences, including professional, clinical and community groups.

Communicate clearly and concisely, both orally and in writing.

Supervise, train and evaluate assigned staff.

**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 increasingly responsible clinical and/or administrative experience in a health or human services agency, including at least two years of supervisory responsibility.

Education:
Master’s Degree in a health or mental health related subject, such as, Public Administration, Social Work, Psychology, Marriage and Family Counseling, Public Health, Nursing or a closely related field.

Additional Requirements:
May require possession of a specific license to perform and/or oversee clinical functions in the State of California.

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)