



MARIPOSA COUNTY

Health and Human Services • (209) 966-2000



RESOLUTION - ACTION REQUESTED 2021-100

MEETING: March 2, 2021

TO: The Board of Supervisors

FROM: Shannon Gadd, Health and Human Services Agency Director

RE: Approve Amendments to the Division Director of Health Services and Deputy Director Job Description

RECOMMENDATION AND JUSTIFICATION:

Approve amendments to the Division Director of Health Services and Deputy Director job description effective immediately.

The Division Director of Health Services and Deputy Director positions are currently vacant in Health & Human Services Agency. There has been an inability to find qualified people for these positions and the additional requirement limits the ability of employees in the Public Health Branch of the Health Services Division to be promoted past Deputy Director. Therefore, before filling the vacancies, we are requesting a few changes to these job descriptions.

The proposed amendment to the Division Director of Health Services job description includes changing the additional requirements to read: May be required to meet the California Code of Regulations Title 9, Division 1, Chapter 3, Article 8, section 620, Director of Local Mental Health Services requirements.

The proposed amendment to the Deputy Director job description includes adding the following to the additional requirements section: May be required to meet the California Code of Regulations Title 9, Division 1, Chapter 3, Article 8, section 620, Director of Local Mental Health Services requirements.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

From time to time, the Board approves amended job descriptions when necessary.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

If the Board chooses not to approve the changes to the job description as requested we could lose potential candidates and promotional opportunities in the future.

FINANCIAL IMPACT:

There is no recommendation for a salary change with this action. There is no impact to the County General Fund.

Resolution - Action Requested 2021-100

ATTACHMENTS:

Division Director of Health Services Job Description with Track Changes (PDF)

Deputy Director Job Description with Track Changes (PDF)

RESULT: ADOPTED BY CONSENT VOTE [UNANIMOUS]

MOVER: Wayne Forsythe, District IV Supervisor

SECONDER: Rosemarie Smallcombe, District I Supervisor

AYES: Smallcombe, Sweeney, Long, Forsythe, 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

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 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.

May be required to meet the California Code of Regulations Title 9, Division 1, Chapter 3, Article 8, section 620, Director of Local Mental Health Services 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.

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. Incumbents serve as the County designated Director of Local Mental Health.

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.

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.

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 California Code of Regulations Title 9. Division 1, Chapter 3, Article 8, section 620, Director of Local Mental Health Services 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.

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