



ASSISTANT DIRECTOR SOCIAL SERVICES Classification Specification

JOB SUMMARY:

Primary responsibility is to assist the Director of Social Services in the operation and administration of the Department of Social Services; work consists of varied and highly complex professional and administrative duties. The incumbent is expected to assist in collaborative efforts among departments and other public entities to identify and implement new ways to provide seamless and integrated services to the public. Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This single position classification is exempt and at-will and reports to the Director of Social Services. The incumbent is given the latitude to exercise independent judgment and control to assist the director in the day-to-day management and oversight of the various functions of the department and may assume the duties and responsibilities of the director in his or her absence. The incumbent will assist the director to determine department-related policy; coordinate, oversee and administer program service delivery, operations, budgets and personnel matters; identify department goals and objectives; and represent the department to the Board of Supervisors, other departments, agencies, private organizations, the general public, and media when required.

This position is distinguished from Deputy Director – Social Services in that it is responsible for assisting the director in overall department operations and may oversee the work of subordinate managers.

This classification is distinguished from the Director of Social Services in that the latter has overall responsibility of policy development, program planning, fiscal management and operation of the department.

SUPERVISION EXERCISED:

Exercises management level supervision over subordinate managers, supervisors, professional, administrative and support staff. Oversees and provides direction to professional consultants and/or contractors.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include but are not limited to the following:)

- Provides leadership and displays initiative while assisting in the overall direction and management of a multi-disciplinary department in a changing environment, including monitoring and coordinating County wide strategic plan priorities as they relate to the department; and in developing, implementing and monitoring the department strategic plan.
- Assists in the formulation of department goals, objectives, policies and procedures and ensures the delivery of services in compliance with local, state, and federal laws and regulations.
- Carries out management and supervisory responsibility in accordance with policies, procedures, and applicable laws, including: planning, assigning and directing work; reviewing staff reports and work product of others; evaluating the performance of employees; ensuring the maintenance of personnel evaluation systems; ensuring training and/or retraining programs for staff; rewarding and disciplining employees; interviewing and selecting staff; addressing complaints and resolving problems; promoting a safe working environment and enforcing County policies.
- Regularly advises the director of issues and programs relative to the work of the department.
- Responsible for assisting in departmental budget priorities; assists in the preparation of department budgets, justifies program and budget recommendations to the CEO and the Board of Supervisors. Helps ensure budget expenditures are properly controlled.
- Assists in evaluation and monitoring of systems to ensure consistent delivery of client-focused services to the public.
- Regularly collaborates with division leaders, other departments and other entities to develop and recommend organizational or system changes, as necessary, to maintain or enhance quality, client-focused services.
- Assists the Director of Social Services in the administration and operations of the department to ensure efficient organization and completion of work.

- Plans and implements short-term or annual goals, objectives, and strategies for the department to ensure efficient organization and completion of work.
- Develops, communicates, and monitors policies, procedures, and standards for the department; recommends and implements improvement when necessary.
- Provides information, advice, feedback, or assistance to others within the department to refine work outputs or resolve problems.
- Ensures that quality standards and compliance with regulations are maintained.
- Assists in the development and preparation of the department budget.
- Supervises human resources functions of the department and advises Director on personnel matters.
- Develops, reviews and/or comments on policy/position papers and reports, service and revenue contracts, agenda summaries and other documents.
- Prepares and presents statistical and/or other reports and program recommendations.
- Supervises planning and implementation of department infrastructure functions including telecommunications, data processing, and facilities.
- Represents the department on various interagency and County-level committees as assigned.
- Signs official and other documents to approve or ensure information adequacy, accuracy, and legitimacy.
- Conducts regular staff meetings to review progress, accomplishments, strategies, and plans for the section.
- Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
- Analyzes and predicts future trends and/or regulations pertaining to department operations; provides direction in developing appropriate responses to changes.
- Prepares and makes presentations to Board of Supervisors, outside agencies and/or other groups as needed; develops related information packets and agenda summaries.
- Acts as Director of Social Services in their absence.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment Computer Vehicle

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

Bachelor's degree from an accredited four-year college or university in Public Administration, Counseling, Social Work or a related field; and, four (4) years of progressively responsible related experience.

SUBSTITUTION: A combination of education, training and experience equal to 8 years, which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Valid Driver's License

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Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of public social services and organizational structure.
- Applicable state, federal and local ordinances, laws, rules and regulations, as well as program development and other related areas.
- Budgetary principles and practices.
- Knowledge of funding sources impacting program and service development.
- Administrative principles and practices, including goal setting and implementation, client focused delivery systems.
- Administration of staff and activities, either directly or through subordinate supervision including work planning,

assignment review and evaluation, discipline, and the training of staff in work procedures.

- Principles and techniques for working with groups and fostering effective team interactions to ensure teamwork is conducted effectively with outcome oriented discussions.
- All computer applications and hardware related to performance of the essential functions of the job.
- Record keeping, report preparation, filing methods and records management techniques.
- Methods and techniques of research, statistical analysis and report presentation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.

Skill in:

- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Preparing clear and concise reports, correspondence and other written materials.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations and problems.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicates policies, procedures and protocols.
- Communicating clearly and effectively, both orally and in writing.
- Applying principles of management, leadership, motivation, team building and conflict resolution.
- Advanced interpersonal skills to provide effective leadership to subordinate personnel and to develop cooperative working relationships with employees, senior management, elected officials, and outside agencies.
- Analyzing complex problems, evaluating alternatives and making creative recommendations.

Mental and Physical Abilities:

- Manage a multi-discipline, customer-oriented service delivery system.
- Provide effective leadership in the development of new or improved procedures, rules, regulations and policies.
- Establish and maintain effective working relationships with a variety of individuals.
- Write reports, correspondence and/or other documents as well as analyze and review staff reports and recommendations and give constructive feedback.
- Analyze situations effectively, interpret and apply laws and regulations and recommend effective courses of action.
- Speak effectively before groups and respond to questions and have the poise and tact to handle sensitive and confidential matters with public entities and media.
- Exercise initiative, ingenuity and sound independent judgment when making decisions within general policy guidelines.
- Respond to stressful and sensitive situations in a professional and confidential manner.
- Represent the department and county effectively in meetings including making effective presentations to and facilitating groups.
- Delegate authority to staff.
- While performing the essential functions of this job the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, and speak and hear.
- While performing the essential functions of this job the employee is occasionally required to stand, walk, and lift and/or move up to 10 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust; but may occasionally be performed outside or in field locations. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess and maintain a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Assistant Director Social Services

CLASS CODE: 0141

DEPARTMENT: Social Services

REPORTS TO: Director Social Services

FLSA STATUS: E

CIVIL SERVICE: No, At-will

BARGAINING UNIT: Unrepresented

ADOPTED: 10/99; Revised 1/22

History Notes: Inactive since 2006, reinstated 2.22; At-Will, Unrepresented pursuant to Board Resolution 18.150