

County of Humboldt Job Specification
HEALTH & HUMAN SERVICES
SOCIAL SERVICES BRANCH DIRECTOR
Classification 0753



DEFINITION

Under general direction, plans, organizes, and directs all organizational components of the County's comprehensive Social Services Branch; areas of responsibility include oversight of child welfare services programs, eligibility programs, and adult services programs; assumes oversight responsibility for multiple programs and functions serving the needs of a culturally, socially and economically diverse community; develops policies and procedures relating to branch operations; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director, Department of Health & Human Services. Exercises direct supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating Social Services Branch goals and objectives and directing the day-to-day operations of social services delivery and support. The incumbent assumes responsibility for short-term and long-term goals and objectives as well as the development and administration of policies and procedures on the implementation of social services programs and services to the community. The incumbent provides expert professional assistance to County staff on social services-related matters. Successful performance of the work requires knowledge of public policy, fiscal management, program management, applicable laws, codes, regulations, and ordinances impacting branch programs, and the ability to manage the development, oversight, and implementation of projects and programs. The incumbent is responsible for developing, overseeing and implementing projects and programs in a variety of areas, for accomplishing planning and operational goals and objectives, and for furthering the department's goals and objectives within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignment of different positions.

- Assumes responsibility for managing and administering the Social Services Branch within the Department of Health and Human Services; works with senior management in the development of goals, objectives, policies, procedures, and work standards for the branch and implements these through collaboration with branch staff.
- Manages the work activities and operations of child welfare, eligibility, and adult services programs through subordinate managers and supervisors by establishing performance levels, communicating goals and performance expectations, and monitoring and reviewing work to

ensure conformance to established policies and procedures and standards for quality and timeliness.

- Directs the planning, management, and evaluation of branch programs and activities; manages diverse programs which may include multi-discipline and integrated service teams for efficient and effective service delivery; works with program managers, peers and senior management to determine program strategic direction, framework and accountabilities; manages program implementation through subordinate program managers and staff.
- Selects, trains, and directs branch personnel; evaluates and reviews work for acceptability and conformance with department and state standards, provides or coordinates staff training; works with employees to correct deficiencies; makes discipline recommendations; and responds to staff questions and concerns.
- Prepares and administers budgets for the assigned branch and its programs; forecasts additional funds needed for staffing, equipment, and supplies; monitors and approves expenditures.
- Directs the collection and compilation of data and narratives for program evaluation; prepares reports for submission to County management and oversight agencies on program metrics and outcomes; implements actions based on program evaluation outcomes.
- Directs the preparation of, and/or prepares, a diverse range of administrative and technical reports and business communications on branch matters.
- Works closely with department administration, other County departments, a wide variety of public and private organizations, and citizen groups in developing effective social services programs and implementing projects.
- Serves on committees as a branch representative and to provide and receive information; develops and shares community assessments which provide qualitative and quantitative data for social services trends in the community; works with state and local government or oversight agencies to coordinate and facilitate program services; participates in professional associations and organizations to stay current with trends and best practices in social services programs.
- Ensures compliance with division, department, and County policies and procedures; applicable local, state, and federal laws and regulations; and develops, recommends, and supervises enforcement measures.
- Confers with, advises, and provides professional assistance and staff support to department management, other County departments and commissions, government agencies, and citizen advisory groups on a broad range of issues pertinent to the assigned area of responsibility.
- Monitors changes in laws, regulations, and technology that may affect branch, department, or County operations; recommends policy and procedural changes and implements changes as directed.
- Applies knowledge of tribal sovereignty, government to government relations and ability to navigate complex federal and state law, including the Indian Child Welfare Act (ICWA), regarding the equitable provision of social services within Tribal communities.
- Applies competencies, attitudes, values and skills required to identify and address systemic inequities, racism and discrimination.
- Performs other related duties as assigned.

The requirements listed below are representative of the knowledge and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Social services case management principles and practices.
- Concepts and purposes of social services and their impact on the communities they serve.
- Operations relationships between social services and other programs within the Department of Health and Human Services
- Principles and practices of integrated service delivery.
- General principles of risk management as they relate to branch operations.
- Community socioeconomic and cultural demographics.
- Social services programs and operations, including but not limited to child welfare (emergency response, family maintenance, family reunification, permanent placement), public assistance eligibility programs, and adult and aging services such as in-home support and protective services.
- Federal, state and local laws, regulations, codes and standards relating to income maintenance and social services programs.
- Federal, state and local laws, regulations, codes, and standards as they relate to adult services programs.
- Principles and practices of developing policies and procedures for branch services.
- Principles of budget preparation and fiscal management.
- Contract administration methods.
- Methods and techniques of writing reports and correspondence and conducting presentations.
- Principles and practices of public relations.
- Principles and techniques for working with groups and fostering effective team interaction..
- Principles and practices for providing effective public service and maintaining positive working relationships with employees, public officials, community partners, and members of the public.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.

- Provide administrative, management, and professional leadership for the branch and the Department of Health and Human Services.
- Administer and coordinate a variety of social services programs.
- Evaluate new service delivery methods, procedures and techniques and recommend operational changes aligned with department and County objectives.
- Monitor, control, and evaluate the performance of service deliveries and program effectiveness.
- Administer and monitor contracts.
- Coordinate division services with other County departments and public and private agencies.
- Ensure that division activities conform to federal, state, and local laws and regulations.
- Prepare and monitor budgets, revenues, and expenditures.
- Prepare clear and concise reports, correspondence and other written materials.
- Prepare and present information on the branch's activities, functions, and issues before public or private groups and organizations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the branch and the County in meetings with governmental agencies, community groups, business and professional organizations, regulatory agencies, and members of the public.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within established policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree in social work, social services, business, public administration, or a related field

and

five (5) years of increasingly responsible experience administering a social services program, two (2) years of which must be in a management capacity.

Licenses and Certifications:

- Must possess a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.

PHYSICAL DEMANDS

- Mobility to work in a standard office setting; use standard office equipment, including a computer; to operate a motor vehicle to visit various County and meeting sites; standing in and walking between work areas is frequently required; frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 10 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.
- Many/most physical demands could have alternate method/solution if needed due to disability.

ENVIRONMENTAL CONDITIONS

- Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

ADDITIONAL REQUIREMENTS

Some departments may require pre-employment screening measures before an offer of employment can be made (i.e. background screening, physical examination, etc.).