

HHS ASSISTANT DIRECTOR

DEFINITION: Under the direction of the Health and Human Services Director and within the philosophical and policy direction of the Board of Supervisors, this position oversees all program services and operations in coordination with the HHS Senior Management Analyst over HHS fiscal operations and the HHS Management Analyst over qualitative outcomes, evaluation and data analysis; directly supervises HHS division lead managers over Behavioral Health, Social Services and Aging Programs, Public Health, and Preventions services; ensures efficient and effective operations with appropriate internal controls, and continuous quality improvement of service delivery across the Inyo County geographical area; plans, directs, encourages the development of, and ensures implementation of new and existing integrated services within a wide range of federal, state and local laws and regulations, across funding silos both within HHS and with other professional partners as appropriate; actively promotes and assures operational focus on the public service missions, excellent customer service, and the appropriate recruitment and retention of trained and emotionally healthy personnel to serve the public; oversees the development of, as well as directly prepares, required State administrative plans, outcomes and evaluations of client services; serves as an executive member of the HHS management team and acts in the absence of the HHS Director; provides a lead role in insuring the set-up of shelters and evacuation centers in emergencies/disasters, as requested by the Inyo County Sheriff or County Administrator in any and all regions of the County.

ESSENTIAL FUNCTIONS: Conducts and/or oversees community and service-specific needs assessments and plan development; directs and administers the implementation and on-going management of multiple and significant health and human services and programs within the jurisdiction of the Inyo County Board of Supervisors, in the most cost effective and customer service oriented manner; facilitates and provides positive and effective leadership to program, project, and multi-disciplinary team members including within HHS and with other community agencies; develops networks, builds alliances, collaborates across boundaries, and finds common ground with a widening range of stakeholders; conducts oneself professionally; communicates effectively in writing and orally; grasps new information; masters business knowledge. May form and facilitate meetings of community coalitions or collaborative groups in various regions of the County. Is technically knowledgeable in one or more health and human services fields and demonstrates continual learning.

Through HHS Director, recommends policies to, and carries out policies of the Inyo County Board of Supervisors. Directs, coordinates and monitors the development of work plans, priorities, policies and procedures, and evaluation criteria; assigns work activities to staff, projects and teams; performs the most critical and sensitive professional representation, facilitation, and negotiation tasks; monitors and evaluates work in progress and at completion to ensure compliance with program/project criteria.

In a context of internal and external political and fiscal realities, identifies programmatic needs, goals, objectives, priorities, and activities to be accomplished consistent with policies of the Board of Supervisors and with the Health and Human Service Department's mission, goals, and objectives, develops strategies for the successful achievement of those goals, objectives and priorities; directs and coordinates the implementation of accepted strategies and plans, programs and staff performance; creates a workforce culture which permits the provision of quality public service.

Identifies and develops new and/or modified programs that would promote and enhance the mission, goals, and objectives of the Inyo County Board of Supervisors and Health and Human Services Department and its client services; initiates, oversees, and participates in the necessary research and analysis to justify the appropriateness of implementing the proposed program/project. Serves as a contributing member with the Health and Human Services management team; participates in the development and implementation of Departmental policies, procedures, and systems; participates in the identification and allocation of fiscal, staffing, and material resources; and contributes to the problem-solving, decision-making, and planning activities of the Department; works closely with, supports, and evaluates HHS division lead managers and the services in each division; participates in staff recruitments, and makes recommendations about personnel hirings, and discipline. Facilitates conflict resolutions, as necessary, within the workforce and/or with partners.

Initiates, directs and coordinates the design and development of integrated service plans whenever possible and practical; initiates collaborative efforts among relevant federal, state, and local agencies; acts as a representative of the Department with other County departments, state agencies and departments, community and outside organizations; ensures communication with and input into all decision-making and data collection processes that impact the goals and mission of the Health and Human Services Department as well as designated programs.

Provides professional and managerial resources to the Health and Human Services Director, the Departmental management team, other directors, managers, staff and clients in a responsible and supportive manner that will maximize the Department's effectiveness, responsiveness, and in accordance with its mission and objectives.

Participates in the development and administration of program budgets, coordination and forecasting of funding and staffing needs; researches and analyzes funding resources and availability; monitors and reviews budgets with the Department's fiscal division and with other program managers/supervisors on an on-going basis.

Directs the investigation and resolution of complaints/concerns related to program areas and activities; identifies and initiates solutions to major issues involving policy, client service delivery, and organizational changes and directions.

Organizes, coordinates, provides leadership to and participates in a variety of committees and task forces within and outside of the Health and Human Services Department in response to identified needs, special assignments, enhanced communications, and the overall and on-going commitment to team management and the provision of quality client services.

Travels to statewide association meetings, trainings, and other venues to stay abreast of emerging trends, research and or upcoming policy/funding changes or challenges that will impact local HHS services.

Performs related duties as assigned.

EMPLOYMENT STANDARDS

Education/Experience:

- A) At least five (5) years of progressively responsible professional experience in a human services field, including at least one (1) years in public sector work, AND at least a bachelors degree from an accredited college or university; or
- B) At least four (4) years of management responsibility with two years of this in a California county or city.

Knowledge of: Principles and objectives of health and/or human services in California. Principles and practices of leadership, motivation, team building, supervision and conflict resolution. Pertinent local, state and federal laws, rules

and regulations of California's public service systems. Standard and accepted organizational and management practices as applied to the development, analysis, and evaluation of programs, policies and operational needs in addressing an array of health and human services issues including but not limited to community health, child and family social, primary health and/or behavioral services, adult and aging services, and prevention services. Principles and practices of organizational administration and personnel management, supervision, training and performance evaluation. Cultural, religious, economic and social groups and relationships relevant to the delivery and acceptance of health and human services.

Ability to: On a continuous basis, analyze programmatic and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem-solve department-related issues; remember various rules; explain and interpret policy. Plan, organize, direct, coordinate and evaluate the activities of multi-disciplinary management, professional, technical, and clerical staff involved in complex and comprehensive program delivery; consider and respond appropriately to the needs, feelings and capabilities of different people in different situations; be tactful, compassionate, sensitive and treat others with respect. Develop and implement department/division policies, procedures and systems. Build consensus through give and take; persuade others; gain cooperation from others to obtain information and accomplish goals. Successfully develop, control and monitor multiple programs and related expenditures within budgetary constraints. Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals. Interpret and apply County policies, procedures, rules and regulations in an effective manner. Communicate clearly and concisely, both orally and in writing, using appropriate grammar and paragraph structure, and including proficient use of computers to produce written documents, regularly communicate via e-mail, and navigate the Internet. Operate automated office equipment and systems used by the Department. Supervise, train and evaluate assigned personnel. Work with various cultural and ethnic groups in a tactful and effective manner. Plan, organize, and schedule priorities for self and others in an effective and timely manner. Exercise good judgment by making sound and well-informed decisions; perceive the implications of decisions; make effective and timely decisions. Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others. Establish and maintain effective working relationships with those contacted in the performance of assigned duties. Consistent attendance is an essential function of the position.

Typical Physical Requirements:

On a continuous basis, sit at a desk or in meetings for long periods of time; intermittently walk, stand and bend while going to/from other offices; lift and carry at least 25 pounds for at least 30 feet; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; climb and descend stairs; use telephone and write or use a keyboard to communicate through written means; hear sufficiently to communicate with clients and to understand actions in public meetings, hearings or administrative proceedings; ability to drive long distances alone.

SPECIAL REQUIREMENTS: Possession of a valid California driver's license is required.