

Deputy Director of Aging and Social Services

The Position

Under executive direction, the Deputy Director plans, organizes, and directs the overall administrative activities of one or more of the major divisions of a social services agency to include administrative services units, employment, eligibility, or social services programs, either directly or through subordinate managers; may act in the Director's absence; and performs related work as required.

Minimum Qualifications

While the following requirements outline the minimum qualifications, only applicants who demonstrate the best qualifications match for the job will be selected to continue in the recruitment process. Applicants must meet the minimum qualifications by the application deadline.

EITHER

Pattern 1: One (1) year of full-time experience performing duties as a Social Services Program Manager, Program Manager, Staff Services Manager, or Senior Staff Services Manager within an Interagency Merit System county;

OR

Pattern 2: Four (4) years of full-time supervisory experience in employment, eligibility; social service programs; or administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency.

OR

Pattern 3: A graduate degree in public administration or business administration or a Master's Degree in Social Work or a Master's Degree from a two year counseling program AND two (2) years of full-time supervisory or managerial experience in employment, eligibility, social service programs; or administrative or staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency.

Additional Information

A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance and a DMV clearance.

Current and future vacancies will be filled contingent upon continued funding; should funding cease, the position will be eliminated.

Position may require pre-employment drug testing, physical and fingerprinting for a background investigation.

There is no existing eligible list for this examination. The eligible list established from this recruitment will be used to fill part-time and full-time regular, limited-term or extra-help positions as vacancies occur or the need arises.

The ability to speak, read, and write Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the Merit System Services bilingual proficiency examination prior to appointment.

Knowledge and Abilities

The following may be tested in the examination:

Knowledge of:

- Program development, administration, and service delivery related to programs in the area(s) of responsibility, which may include employment services, eligibility, and/or social services.
- Federal, state, and local laws, rules, and regulations governing the operation of public social services agencies, including the California Welfare and Institutions Code and the California Department of Social Services Division Regulations.
- Principles of public administration, including intergovernmental relationships affecting delivery of public services.
- Current management and leadership theories, techniques, and applications to ensure that strategies employed in the supervision and oversight of staff are effective and appropriate.
- Planning and scheduling techniques to ensure that timelines and schedules are established appropriately, modified as needed, and adhered to.
- Budgeting principles in order to develop, manage, and/or track budgets, budget allocations, and expenditures.

Ability to:

- Establish and maintain cooperative working relationships with internal management and staff, and with a variety of external stakeholders.
- Monitor the activities in multiple programs or functions run by different subordinate managers or supervisors to ensure all activities are consistent with established policies and procedures, and the mission of the department.
- Develop solutions to complex problems and issues relating to programs, procedures, and policies.
- Be flexible in adapting to changes in priorities or resources that impact pre-established timelines and courses of action.
- Apply knowledge of laws, regulations, and policies to decision making and problem solving to identify solutions and courses of action that are most appropriate or compliant.
- Analyze and evaluate the impact and effectiveness of programs, procedures, and policies.
- Develop alternate work plans and strategies in response to changing priorities, problems, or setbacks to allow for the completion of projects and work assignments within desired timeframes.
- Develop short-range and long-range plans and schedules in support of operating goals and strategic plans of the department.
- Develop systems and controls to ensure the quality of work performed by staff, and overall quality of services provided.
- 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, reports, etc., in order to interpret, explain, and apply.
- Use a personal computer to input data, access information, and create materials and documents using a variety of software applications.
- Communicate verbally, in person or by telephone, clearly and concisely with a variety of audiences on a variety of matters.
- Write to ensure effective and clear communication and proper composition of reports, correspondence, email, and other written communication.
- Review and edit documents written by others to ensure proper format, sentence structure, grammar, and punctuation.

Examination Information

MSS reserves the right to revise the examination plan if the circumstances under which this examination was planned change. The examination process may include one or more of the following components: application evaluation, computer skills assessment, supplemental questionnaire, written examination, job related exercise, and/or a structured oral examination. Candidates will be notified of any changes to the examination plan as posted on this job bulletin.

The examination components may consist of an:

ORAL EXAMINATION

This examination will be weighted: 100%

Categories tested may include:

- Program Management
- Supervision/Personnel

- Oral Communications
- Interpersonal/Working With Others
- Mediation/Conflict
- Planning and Organizing

Examination Notification

MSS will send you an email informing you of your status once it has been determined. Candidates who apply via a paper application and do not supply us with an email address will receive all recruitment notification via United States Postal Service. Selected applicants will be invited to the next step of the examination process. If you have not received notice at least two (2) working days prior to the tentative test date, please contact Merit System Services at mss@cpshr.us.

Some positions require that all approved candidates take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral examination for this position, please note the following: Prior to being scheduled for the oral examination, you may receive an email regarding scheduling an examination time from Merit System Services, mss@cpshr.us. If you do not respond to the email sent to you by the specified deadline, or you are not available on the specified examination date, you will not be scheduled for the oral examination.

Special Testing Arrangements

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact MSS at mss@cpshr.us or 916-263-3614 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

Foreign Education

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline. Organizations that provide foreign education credential evaluation services can be found at www.naces.org. MSS will accept verification of degree and/or course equivalency from any of the listed member agencies. You must fax all pertinent documents to MSS at 916-648-1211 or email them to mss@cpshr.us prior to the application deadline.

