



COUNTY OF LASSEN  
JOB DESCRIPTION

CLASS TITLE:	Director of Community Social Services	CLASS CODE	LW01
DEPARTMENT:	Health and Social Services Agency	UNIT	DH
REPORTS TO:	Director of HSS	FLSA STATUS	Exempt
BOARD APPROVAL	12/14/2004, Revised 11/27/12, 12/13/2016	RANGE	32

**DEFINITION**

To plan, organize, direct, and coordinate the activities and programs of the Community Social Services Department (public assistance, child and adult welfare, and employment services, and public administrator/public conservator/public guardian) as well as related services within County, State, and Federal laws and regulations; and to formulate policies and procedures concerning the activities of this Department

**DISTINGUISHING CHARACTERISTICS**

This is an executive management level single position class. The Director of Community Social Services is an at-will position appointed by the Director of Health & Social Services with the concurrence of the County Board of Supervisors. This position determines policy, manages personnel and budgets, develops programs, and formulates operational objectives, and is responsible to manage and direct a variety of county programs with significant impact on community services. Within state and federal legal requirements and broad County ordinances, policies, and procedural guidelines, responsibilities of this position demand comprehensive knowledge and expertise in the delivery of human services; a high level of initiative, independent judgment, and discretion; and strong management skills to develop, administer, and direct the staff and departmental programs. This position works closely and in collaboration with other county Health & Social Services departments and also in cooperation with other County and non-county agencies and organizations involved in the delivery of human services. Emphasis is placed on overall management skills to guide and direct the organization in a manner that achieves policy goals of the County and integrates programs and employees in the best cost-effective and efficient way within available resources.

**SUPERVISION RECEIVED AND EXERCISED**

General direction is provided by the Director of Health & Social Services.

This position exercises direct supervision over assigned clerical, technical, professional, and supervisory personnel.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. All duties may not be performed by all incumbents. Other duties may be assigned.

Plan, organize, coordinate, and direct the programs, activities, and operations of the Department of Community Social Services including public assistance, child and adult welfare, employment services, and public administrator/public conservator/public guardian; formulate policies and procedures concerning activities of the Department.

Establish and maintain goals, objectives and plans for carrying out the functions of the Department; assure the effectiveness and efficiency of the various functions and programs to ensure they are consistent with legal restraints, community needs, and Board of Supervisors policy; evaluate and modify departmental policies and procedures to improve efficiency and effectiveness.



As appropriate, brief the Board of Supervisors and advise the Health & Social Services Director and/or appointive boards and commissions on long range planning concerning community social services.

Negotiate, recommend, monitor, and evaluate services provided to the community, implement improvements, and determine and recommend plans for establishing new services and/or programs or major changes in methods or levels of service delivery.

Develop and implement plans and procedures to enhance revenues from state, federal, fees, and other funding sources as appropriate.

Manage and direct the assigned human services programs through subordinate supervisors; assume responsibility for a variety of personnel actions such as selections, promotions, performance evaluations, disciplinary actions, and dismissals; direct training and professional development of personnel by identifying training needs and developing training policies in areas relevant to the Department's assignments.

Review, evaluate, and make recommendations regarding changes in state and federal laws and regulations that impact the delivery of human services and establish plans to implement appropriate programs; advise the Health & Social Services Director of specific plans, costs, and recommendations for the programs.

Analyze and evaluate program results as related to objectives and policy guidelines; review program funding needs, formulate budget guidelines, and control program activities within budgetary limits or policies.

In cooperation with the appropriate fiscal officers, supervise the preparation of the annual Departmental budget; justify fund requests and staff allocations; recommend the annual Department budget and capital improvements programs; assure appropriate expenditure of public funds through efficient operating services; ensure that the budget is administered within Board of Supervisors approved expenditure and revenue levels; and seek and apply for grant funding to improve or enhance the delivery of services.

Establish and maintain working relationships with representatives of state, federal, and local agencies and commissions; local law enforcement and justice agencies; and with appropriate statewide and regional associations.

Ensure the dissemination of information about departmental operations to promote general knowledge of community social services; interpret local concerns, needs, and objectives to state officials, and community/political concerns to staff.

Make public presentations before the Board of Supervisors, professional organizations, or public groups to provide information on Department services, programs and goals.

Direct the preparation and/or evaluation of legislation affecting the operations of the Department.

Perform related duties as assigned.



## **MINIMUM QUALIFICATIONS REQUIRED**

### **Knowledge of:**

Principles, practices, methods, and current developments of California and Federal public assistance; adult and child welfare, employment, public administrator, and public conservator/guardianship services and programs including the interpretation, application, and evaluation of complex human services related legislation, rules, policies, and procedures.

Principles and techniques of organization, administrative management, budget preparation, and fiscal control.

Principles and practices of personnel administration, effective management, and training.

Principles and procedures associated with hiring, evaluating, training, disciplining, and terminating employees.

Identification and analysis of Departmental management and administrative procedures.

Governmental codes, laws, rules and regulations, legislative processes, and practices and policies relating to social services programs and public administrator/conservator/guardian services.

Social and economic problems affecting human services.

Communication and conflict resolution.

Public information and contract administration.

Intergovernmental relationships.

### **Ability to:**

Plan, direct, interpret, and evaluate social services, public administrator, and public conservator/guardian services and programs.

Coordinate and integrate program components in a cohesive and effective service delivery system.

Coordinate Department services with other programs within the County and with external organizations and agencies.

Analyze complex administrative and regulatory problems, evaluate alternatives, and adopt effective courses of action.

Organize interdepartmental operations.

Select, orient, supervise, and evaluate subordinate Departmental personnel.

Plan, direct, and coordinate the work of others; develop and provide effective training.

Establish and execute Departmental policies and procedures.

Develop and implement short and long range Departmental goals and objectives.

Administer a budget.

Analyze situations accurately and take effective action.

Prepare and present clear and concise correspondence, reports, and recommendations.

Communicate effectively both orally and in writing.



Work cooperatively with other employees.

Establish and maintain cooperative working relationships with staff, other departments and agencies, the private sector, the public, and others contacted in the course of work.

Use standard office computers for word processing and spreadsheets.

### **Education and Experience**

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities. A desirable combination is:

#### **Experience:**

Five years of experience in human services programs, at least two of which are in California. Two to five years of management or administrative level experience preferred.

#### **Education:**

Graduation from an accredited college or university in business, public administration, social work or a closely related field. A Master's Degree is preferred.

### **Licenses and Certifications**

Possession of, or ability to obtain, a California driver's license may be required by the position.

### **Physical Demands:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee often is required to travel to and make outside visits, occasionally on uneven surfaces with potential access barriers; to use hands to finger, handle, or feel; to reach with hands and arms; and to stoop, kneel, crouch, or crawl. The employee occasionally must lift and/or move up to 10 pounds. Specific vision and hearing abilities required by this job include hearing and vision adequate to observe human interaction, and vision to input and access information from a computer system.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet.

### **Additional Info**

Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. Background requirements consist of three components which include, fingerprinting, citizenship verification and law enforcement checks. State agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous investigation for each employee that has access to federal tax information.