



The County of San Mateo Human Services Agency
invites applicants for the position of

ASSISTANT DIRECTOR



Our Mission:

Enhance the well-being of children, adults, and families by providing professional, responsive, caring and supportive service



COUNTY OF SAN MATEO



The Human Services Agency of the County of San Mateo is seeking a qualified individual for the position of Agency Assistant Director.

Under general direction, plan, organize, and direct major divisions of the Human Services Agency; assist the Director in the development, operation, coordination, integration and implementation of the County's social services and functions and in ensuring sound operating and programmatic practices within the Agency; recommend, develop, implement and evaluate goals, objectives, policies, and procedures related to assigned functions; provide leadership to multiple programs in collaboration with other Agency directors; assure integration of division services and activities with other Agency divisions, County departments, outside agencies and the community; and provide highly responsible and complex administrative support to the Director



The Assistant Director of HSA will have the opportunity to:

- Direct day-to-day operations of major divisions of the Agency and maximize integration, effectiveness and efficiency of service delivery.
- Provide highly responsible administrative and management assistance to the Director in planning, organizing, directing and reviewing all functions and activities of the Agency.
- Act as liaison between the Director, program directors, department staff and outside agencies on administrative, organizational, legislative and policy issues.
- Plan, facilitate and coordinate implementation of special projects, including studies of new programs, strategic planning, inter-agency activities, program evaluation and related projects.
- Develop short- and long-range plans, policies and priorities for the Agency.
- Monitor, analyze and advise senior management staff on the impact of state and federal legislation; make recommendations to state agency staff on desired alternatives.
- Assist in establishing Agency-wide budget and program priorities; assist in coordination of division budgets.
- Consult and cooperate with other division managers on all aspects of services; discuss organization and program problems, develop alternatives and strategies for dealing with problems; and assist in implementation of solutions, as necessary.
- Direct and participate in the preparation of reports mandated by federal, state and local agencies.
- Train, supervise and evaluate managerial and technical staff.
- Act as the Director in his/her absence.
- Perform related duties as assigned.

The ideal candidate:

- Has excellent written and oral communication skills, with an ability to understand and speak to the concerns of other stakeholders and partners;
- Has a deep understanding of facilitation and organizational behavior;
- Has extensive knowledge of and relationships with staff members in the Human Services Agency and its external partners, or the abilities and experience needed to establish the same;
- Has demonstrated success in organizing complex projects with multiple tasks, deadlines, and partners and delivering such projects on time;
- Has knowledge of emerging trends in service delivery for the intersecting issues of homelessness, health and housing.



Education and Experience:

Any combination of education and experience that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to qualify is:

- **Education:** Equivalent to a Bachelor's degree from an accredited college or university with major course work in social welfare, public administration, business administration or a related discipline.
- **Experience:** Three years of progressively responsible experience as a deputy director or director in a public social services agency.

Knowledge of:

- Principles and practices of social welfare and integrated human services policy and administration, including current trends in service delivery planning, policy, management, program evaluation, and related issues.
- County, state and federal legislative processes and legislative developments applicable to contemporary social service issues.
- Principles and practices related to the different programs of the Human Services Agency.
- Organizational, administrative, and management principles and practices.
- Principles and practices of County operations, including administration, organization and finance.
- Thorough knowledge of relevant state and federal policies, including current trends and developments in legislation, funding, and service delivery.
- Principles of personnel training, supervision and evaluation.
- Supervisory techniques, resource allocation,

planning and budgeting.

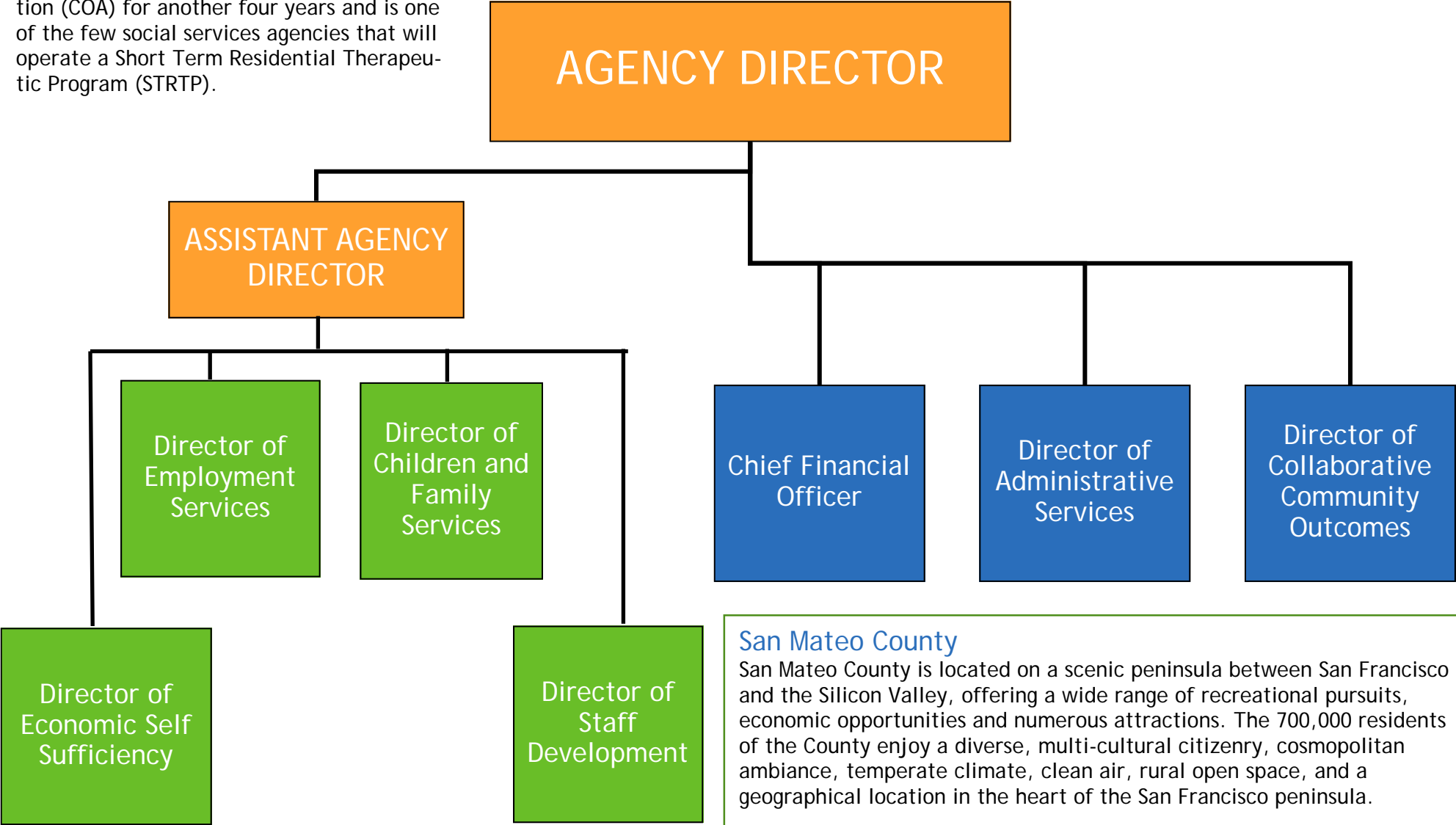
Skill/Ability to:

- Direct and participate in complex administrative and operational activities.
- Coordinate administrative section activities with other division directors and County departments.
- Direct and participate in the analysis of a wide variety of administrative, operational and procedural problems, and make effective recommendations.
- Establish and evaluate policies, procedures and controls related to the County's social services programs.
- Analyze, interpret and explain complex policies, guidelines and procedures; develop recommendations and make decisions of considerable impact.
- Establish and maintain effective working relationships with other Agency directors, managers and staff, and managers and staff in other public and private agencies and organizations.
- Communicate effectively and persuasively, both orally and in writing.
- Supervise, evaluate and train staff engaged in diverse activities.



The Human Services Agency (HSA) provides an extensive network of social services to San Mateo County residents, especially those in need or in crisis. HSA administers various diverse and complex federal and state-mandated programs and locally funded supportive services to over 198,000 children and adults.

The Human Services Agency is a multi-accredited agency committed to pursuing best practices in social services programming and administrative standards. The Agency was accredited by the Council on Accreditation (COA) for another four years and is one of the few social services agencies that will operate a Short Term Residential Therapeutic Program (STRTP).



San Mateo County

San Mateo County is located on a scenic peninsula between San Francisco and the Silicon Valley, offering a wide range of recreational pursuits, economic opportunities and numerous attractions. The 700,000 residents of the County enjoy a diverse, multi-cultural citizenry, cosmopolitan ambiance, temperate climate, clean air, rural open space, and a geographical location in the heart of the San Francisco peninsula.

Recruitment Schedule

Open Recruitment:February 6, 2020

Deadline to Apply:March 5, 2020

Screening of

Application Materials:March 9, 2020

Combined Panel

Interviews: March 24, 2020 and/or March 25, 2020

Finalist Interviews: TBD

Apply online at <http://jobs.smcgov.org>

Anyone may apply. To apply for this outstanding career opportunity, the following questions must be answered using the County's online application system:

- Cover letter expressing interest in the position
- Resume
- Responses to the following supplemental topics:
 1. Describe your experience directing the strategic planning process for a public social services agency. How did you incorporate community, staff, client, and partner feedback? How do you ensure successful implementation?
 2. Describe your executive management experience in collaborating with community partners and stakeholders to meet the goal(s) of your organization.
 3. Describe a time when you guided a cross-department assignment from the Board of Supervisors or County Manager's Office. What were the goals of the project and what were the results and outcomes?

For questions, please contact Arlene Cahill, Management Analyst

ACahill@smcgov.org

Salary and Benefits

Salary range for this position is \$83.60 - 104.48/Hour . In addition to salary, the County offers an excellent benefits package that is available to spouses, domestic partners, and other dependents. Visit <https://hr.smcgov.org/Management-Benefits-At-A-Glance> for details

- **Retirement:** All permanent County employees are members of the San Mateo County Employees' Retirement Association (SamCERA). SamCERA offers retirement, service disability, non-service disability, duty death, non-duty death and retirement death benefits to eligible members, spouses and their beneficiaries. Insurance: Choice of three medical and two dental plans
- **Insurance:** Choice of three medical and two dental plans with the majority of the premium paid for employee and eligible family members plus Flexible Spending Account option. The vision care plan is fully paid for employee and eligible dependents. The County provides \$50,000 of Basic Life Insurance.
- **Additional Insurance:** Family Death, Disability and Supplemental Life Insurance policies are available to employees. Long Term Disability benefits fully paid by the County.
- **Vacation:** Employees receive 13 paid days a year for the first 5 years of service. Additional days are added with increased years of service.
- **Administrative Leave:** Management employees accrue 130 hours per year to use as time off. In April of each year, employees have the opportunity to convert 50% of their then current Administrative Leave hours balance for a cash payment.
- **Other Benefits Include:** Biweekly Transportation Allowance, Employee Health & Fitness Programs, Commute Alternative Program, Employee Assistance Program, Dependent Care Assistance Plan, First Time Home Buyer Program, Deferred Compensation, Tuition Reimbursement Program, and Coaching Program.