



DEPUTY DIRECTOR OF AGING AND SOCIAL SERVICES
(MSS CLASS TITLE: DEPUTY DIRECTOR)

DEFINITION: Under executive direction, the Deputy Director of Aging and Social Services 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 perform related work as required. To see full Merit Systems Services Class Specification click on link here:

[MSS Class Specification: Deputy Director](#)

EMPLOYMENT STANDARDS

Education/Experience:

- A) 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
- B) 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
- C) 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 services programs; or administrative or staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social service agency.

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, modifies 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.

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.