



DEPUTY DIRECTOR OF HUMAN SERVICES

Department: Human Services
Job Class #: 147300
Pay Range: Executive 07

FLSA: Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION:

The Deputy Director assists in the management and coordination of the Department. The Deputy plays a significant role in strategic planning for the Department and manages a variety of departmental initiatives. S/he provides guidance to the Indirect Services Division that conducts planning, generates and processes contracts, and performs compliance monitoring. In addition, this position will coordinate grant proposals and provide executive oversight of the Department's operating budget. The position is highly responsible and carries department-wide authority. The Deputy acts on behalf of the Department Director and assumes the duties of the Director in his/her absence or as directed. Responsibilities also include: making presentations to County administrative officials and/or the County Council as required; supervising and evaluating the work of professional, technical and clerical staff; and considerable interaction with other County departments, community social services agencies, contractors and providers.

ESSENTIAL FUNCTIONS:

- Act as Director of Human Services in the Director's absence.
- Perform administrative and supervisory functions relating to operational activities and personnel, which includes: the coordination of major projects; implementation of department-wide initiatives; determination of work priorities, and the issuance of work assignments.
- Provide executive leadership to the Indirect Services Division and to the Fiscal & Administrative Services Division in streamlining processes, finding efficiencies and improving products; coordinating, preparing, reviewing and administering the department's annual operating budget; making presentations to County administrative officials and/or the County Council as required; and coordinating grant proposals as necessary.
- Act as an integral member of departmental management team focusing on cross-program, cross-division and department-wide issues and initiatives.
- Monitor changes in federal, state and local laws and regulations to ensure department maintains compliance and is positioned to take advantage of opportunities
- Monitor hiring, training, scheduling and assignment of employees. Counsel employees on performance goals and evaluate job performance. Provide interpretation of personnel policies; approve or deny use of sick leave, vacation leave, and overtime. Initiate disciplinary action and respond to grievances at the first level; assist with the resolution of sensitive labor relations issues.
- Ensure consistent interpretation and application of laws, rules, policies and procedures.
- Serve as an advocate for the customers of the department and keep stakeholders informed as they move through the process.
- Participate in and support development, measurement and execution of the mission, goals, and objectives of the County, department, divisions and individual work groups.
- Advise groups or make recommendations in all areas of departmental concern.
- Prepare reports and other materials for presentation to citizen advisory groups, and other community groups, or public bodies.
- Effectively persuade, inform, educate, train, solicit information, motivate and direct a wide variety of individuals or groups.

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- Establish and maintain effective working relationships with County officials, governmental agencies and departments, community social services agencies, public and private officials, and the general public.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed with considerable latitude for independent judgment and the employee is expected to manage services and staff in conjunction with the Department's mission. Work is reviewed by the Director for compliance with regulations, policies and procedures. The Deputy Director of Human Services has full supervisory responsibility for assigned employees.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Work is performed in an office environment and at various field offices. May be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Ability to meet the travel requirements in order to attend meetings at various field sites and locations. The ability to sit for prolonged periods of time. Finger dexterity is required in order to use and operate a personal computer and related office equipment. The use of eye sight to read and interpret policies, procedures, regulations, contract agreements, and related management correspondence. The use of verbal and written communication is performed on a frequent basis.

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable Knowledge of:

- Strategic planning approaches including the Balanced Scorecard.
- Continuous process improvement techniques.
- The methods and techniques of budget preparation and execution as well as of grant administration and grant audits.

Knowledge of:

- The basic principles of effective management and supervision.
- Pierce County organizational structure and relationships of the department with other County departments, the Pierce County Council, other branches of government and outside agencies.

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- Legislative issues impacting social services related programs.
- Social and health care resources available within the community.
- Current literature and recent developments in all areas of departmental responsibility.

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Establishing and maintaining strong relationships with various groups and organizations including, state, federal and local officials.

Ability to:

- Provide strategic direction, plan, establish goals and objectives, as well as implement department policies and procedures, and short- and long-range goals.
- Analyze situations quickly and determine proper course of action; and, use appropriate independent judgment to make decisions of a technical, management and/or administrative nature in support of the department/County goals and objects.
- Effectively assign, evaluate, and supervise professional, technical and administrative staff, including subordinate managers and supervisors.
- Establish and maintain effective working relationships with department managers, supervisors, and employees, as well as officials, providers/contractors, other agencies and the general public.
- Develop and administer complex policies and procedures, regulations, systems and other activities.
- Oversee the development of a large and complex budget, make recommendations regarding fiscal policy to the Director.
- Work under stress and pressure and respond to crises or emergency situations;
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY:

Graduation from a four-year college or university with major course work in business or public administration, or related field, and five or more years of progressively responsible management experience, including three years in a supervisory capacity of professional, technical and/or administrative personnel. A master's degree preferred. Additional education or experience may substitute for the recruiting requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position. Ability to successfully complete Pierce County background investigation prior to employment is required.