

COUNTY OF SOLANO
CLASS SPECIFICATION
EMPLOYMENT & ELIGIBILITY SERVICES ADMINISTRATOR
Effective Date of Revision: 10/29/2018

CLASS SUMMARY:

Under general direction, plans, organizes and directs one or more major specialized public Social Services programs and assists the Deputy Director in division administration; serves as a member of the department's management team.

DISTINGUISHING CHARACTERISTICS:

This class is characterized by the responsibility for the management of one or more social services programs and for assisting the Deputy Director in planning and organizing overall operations.

This class is distinguished from the:

- **Deputy Director of Health and Social Services** class which is responsible for overall management of the operational programs and activities of the Employment and Eligibility Division within the department and supervises this class.
- **Employment/Eligibility Services Manager** class which is responsible for one or more eligibility/employment services functions/programs.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by a Deputy Director of the Department.
- Employees in this class supervise management, supervisory, technical and clerical staff.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Exercises management authority for comprehensive social services programs within the Employment and Eligibility program area within the Health and Social Services Department and performs managerial responsibilities such as:
 - assesses program needs and existing/projected capabilities and designs a system of services to meet program/community needs
 - ensure compliance with laws, regulations and professional standards.
 - monitoring purchases and expenditures;
 - approving non-routine expenditures for workplace improvements, training, computer software and hardware, etc.;
 - providing input to the unit's budget;
 - monitoring goals and objectives of the unit and taking corrective actions as appropriate;
 - recommending and implementing new policies and procedures to eliminate or reduce barriers to efficient or effective production and/or to improve customer service;
 - coordinating and monitoring the work of consultants and contractors by reviewing the performance and quality of work to ensure compliance with the applicable

contract and by reviewing and approving claims for payments to ensure conformance with contract provisions and to prevent cost overruns; and

- reading, analyzing, and interpreting laws, regulations, policies and procedures governing assigned program operations; determining and reporting on impact of proposed legislative and regulatory changes; assisting in development of County policies to effect changes in program operations.
- Performs supervisory duties to direct reports and to others through subordinate managers and supervisors such as:
 - establishing standards for acceptable work products and evaluating performance;
 - interviewing applicants and making selections;
 - reviewing, approving and implementing disciplinary actions and terminations;
 - providing career development mentoring;
 - assigning work and planning and scheduling staff's work activities and deadlines;
 - reviewing work and recognizing employees' work efforts and accomplishments;
 - providing career development mentoring and recommending training and career development opportunities;
 - ensuring that employees are properly trained;
 - reviewing and approving timesheets and requests for leave; and
 - supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.
- Plans, organizes and manages comprehensive social services programs within the Employment and Eligibility program area within the Health and Social Services Department; assesses program needs and existing/projected capabilities and designs a system of services to meet program/community needs, as well as to ensure compliance with laws, regulations and professional standards.
- Reviews budgets for programs and contracted units; monitors and approves expenditures.
- Supervises the work of contract employees, managers, program coordinators, professionals and clerical support personnel engaged in providing direct services to target population and program support staff; reviews work and provides technical assistance in complex and/or difficult situations; interprets and explains program policies and regulations; establishes standards for and ensures compliance with clinical and administrative operations.
- Negotiates and monitors contracted service providers; meets with contract service providers to review performance, facilitate problems solving, respond to concerns and oversee compliance with corrective action plans.
- Assist in developing and implementing goals, objectives, policies, and priorities; allocate resources accordingly.
- Facilitate development of grant proposals; review and edit proposals; develop or review proposed budgets.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor workload and administrative and support systems; identify opportunities for improvement; direct the implementation of changes.

- Prepares and submits funding proposals, planning documents and program effectiveness reports; prepares and justifies budget requests; analyzes and interprets proposed and enacted legislation and regulation.
- Acts as the Division's principal representative in contact with governmental agencies, service providers and professional organizations, community groups/organizations and other County departments on matters related to assigned responsibility.
- Participates in Division program planning and policy formulation; assists in establishing goals, as well as evaluating and coordinating overall operation of the Department; may be assigned additional management or administrative activities; may act on behalf of the Deputy Director.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

Experience:

Five (5) years of progressively responsible experience in the delivery of community Social Services, or closely related experience, that includes at least two (2) years of direct program management and supervision of professional staff coupled with experience in public administration including budget preparation, contract administration, project management and program planning and evaluation; and

Education:

A Bachelor's degree is required from an accredited college or university preferably with a major in Social Work, Business or Public Administration or a related field. A Master's degree in Social Work, Business or Public Administration or a closely related field is preferred.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants may be required to possess a valid California Driver's License, Class C

Note: All licenses, certificates and registrations must be kept current while employed in this class. This may include the completion of continuing education units to maintain the required registration in good standing. Employees must keep their licenses, certifications and registrations current and failure to do so may constitute cause for personnel action in accordance with Civil Service Rules or applicable bargaining agreement.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles and practices of public administration and program management, including planning, implementation, and evaluation.
- Current trends in employment and eligibility services research, education and related services.
- Budget expenditure monitoring and employment and eligibility funding streams.
- Policies, regulations and procedures governing assigned programs in public employment and eligibility services; goals and limitations of public programs within a specific assignment; legal requirements affecting service delivery and operations.
- Techniques used to establish and maintain effective communication and service delivery for clients; socio-economic factors affecting the client; specific challenges and needs of

- people in target population.
- Services needed by children and families to move families toward self-sufficiency.
- Services provided by Solano and other surrounding counties.
- Principles and practices of supervision; performance evaluation and discipline processes applicable to the public sector; staffing requirements for the program; training and supervisory practices.

Skills and/or Ability to:

- Plan, organize and direct a health services program; develop and manage a program budget.
- Identify and evaluate the need for developing proposed changes in program practices and procedures; interpret and apply a variety of complex county, state and federal regulations, policies and guidelines related to a specific program; comply with laws, regulations and professional practices governing program services and operations maintain accurate records and document actions taken; prepare narrative and statistical reports.
- Supervise, advise, consult with and train others engaged in professional and technical work; secure cooperation and team work among staff; provide consistent oversight for clients of various socio-economic backgrounds and temperaments organize and prioritize work assignments; effectively delegate responsibility and authority to others; determine and evaluate level of achievement and performance.
- Collect and analyze data to establish/ identify needs, evaluate program effectiveness; develop goals and objectives for assigned work units or projects.
- Research regulations, procedures and/or technical reference materials.
- Interpret administrative direction for incorporation into operational policy and procedures.
- Maintain confidentiality of information.
- Communicate clearly and concisely, both orally and in writing; compose correspondence independently.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Utilize basic office equipment.

PHYSICAL REQUIREMENTS:


- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, occasional standing, occasional walking, pushing, pulling, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer screen, read, etc. Positions in this class also require employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- Office Work: Employees in this class will most often be working in an office setting.
- Employees in this class will be working in an environment subject to exposure to communicable diseases and unpleasant working conditions. There may also be occasional exposure to extreme temperatures, inadequate lighting, and work space that restricts movement.
- Traffic Hazards: Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.

OTHER REQUIREMENTS:

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- Independent Travel: Incumbents may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- Child Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Sections 11165.7 and 11166 of the California Penal Code relating to child abuse reporting.
- Elder Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 15630 of the California Welfare and Institutions Code relating to elder abuse reporting.



Director of Human Resources

- Date Adopted by the Board of Supervisors: March, 2006
- Date(s) Revised: October 2018
- Class Code: 147290