

ASSISTANT PROGRAM DIRECTOR

Definition:

Under direction, manage, plan, organize, and supervise the work of staff. Assist the Human Services Program Director in planning, organizing, and supervision of social services programs or special program assignments/district offices.

Distinguishing Characteristics

This classification functions as a second level supervisor assigned to a specific social services program or district office. This classification provides supervision to other bureaus or departments as assigned. This classification assists the Human Services Program Director or other managers in the administration of specific social services, income maintenance, or administrative support services programs. This classification supervises program personnel, and may supervise social service supervisors as needed.

Essential Functions:

- Plans, organizes, coordinates and supervises the work of employees assigned to a social service or a special program, or to a district office of the Human Services Department.
- Assists in recruitment, hiring and staff retention; and makes recommendations regarding promotions, salary increases, disciplinary actions and/or terminations.
- Confers with the Human Services Program Director or other managers regarding policies, procedures, personnel, operations, and casework issues.
- Confers with supervisors and staff on new and difficult problems and reviews the quality and quantity of casework/work; instructs staff on the proper handling of new and/or difficult work issues.
- Interprets, and communicates policies and procedures to staff.
- Evaluates staff development needs and participates in the training and development of staff.
- Evaluates staff performance, and prepares performance evaluations and handles disciplinary matters for subordinate employees; keeps detailed records of factors pertaining to employee performance.
- Recommends process improvement methods to achieve the Department=s Vision and mission.
- Solves the more complex problems related to categorical aids or special program assignments.
- Plans program implementation, workload size and distribution.
- Plans and develops methods for gathering information to compile reports.
- Represents the Human Services Program Director in contacts with other governmental and community agencies regarding human services policies and procedures as necessary.
- Conducts public presentations and training events as necessary.

- Interviews complainants as assigned and makes adjustments as necessary, ensuring high level of customer service is maintained.
- Develops plans to meet staffing, facility and office furnishing needs.
- Prepares reports and correspondence.
- Collaborates with internal and external partners to accomplish the Department's Vision and mission.
- Coordinates and consults with representatives from other departmental programs and partner agencies, regarding operational programs, policies and procedures.
- Participates in the development and implementation of new operational procedures.

Other Functions:

- Assists with budget preparation and tracking.
- Performs other job-related duties as assigned.
- Incumbents must have the ability to perform the Essential Functions of the job.
- A background check may be conducted for this classification.

Employment Standards:

Two years of experience as a Supervisor in a California Social Services Agency of which one and one-half (1.5) years must have consisted of supervising Eligibility or Social Services Program staff; or five (5) years social/eligibility work experience in a public, non-profit, or private social service agency of which two (2) years must have been comparable to a Social Service or Eligibility Supervisor. A college degree can substitute for six (6) months of the experience requirement, not including the one and one-half (1.5) years as an Eligibility or Social Services Supervisor.

Additional requirements:

Some assignments in this classification may require a minimum of one (1) year of qualifying supervisory experience to include Employment Services, CalWORKS, CalFresh and/or MediCal.

Possession of a valid California Class C drivers license is required upon appointment.

Knowledge of: social service/public assistance programs, procedures and casework concepts; knowledge of leadership, supervisory and administrative practices and techniques; knowledge of laws, rules and regulations relating to the operation of social service agencies including various specialized aid programs; knowledge of principles and techniques of employee training and social service research methods.

Ability to: plan, organize and supervise the work of others; ability to understand and interpret complex rules and regulations; ability to establish and maintain effective working relationships with peers, internal and external partners and work effectively with team members; ability to interpret and meet program goals and direct and evaluate the application of casework skills; train, coach and mentor staff; ability to prepare and present clear oral and written reports and make public presentations.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.

Revised
Sept 2018
#3666
Js3666