

THE COUNTY OF SANTA CLARA

Invites applications for:

DIRECTOR, SOCIAL SERVICES AGENCY



The Mission of the County of Santa Clara is to build and maintain a healthy and safe community for our residents

The County's Core Values

Ethical conduct ~ Honesty and integrity ~ Respect for the individual ~ Fiscal responsibility
A good work ethic that demonstrates individual responsibility, accountability and productivity
A commitment to public service and Diversity and cultural awareness



COUNTY OF SANTA CLARA

An Executive Management Career Opportunity

70 West Hedding Street
San Jose, CA 95110

An Equal Opportunity Employer

THE POSITION

Subject to legislative and administrative determination of policy, the Director, Social Services Agency is responsible for directing, coordinating and managing the Social Services Agency for the County of Santa Clara. This is an executive management position that is appointed by and reports directly to the County Executive.

Management responsibilities include: Establishes and maintains appropriate administrative policies, services, structures, controls and reporting systems for the effective and efficient delivery of Social Services to the citizens of the County; Represent the County Executive as necessary at meetings with members of the Board of Supervisors, County department heads, employee organizations or other public or private organizations, or individual members of the public; Establishes and maintains goals, objectives and plans for carrying out the functions of the Social Services Agency consistent with overall County goals; Recommends the annual Agency budget to the County Executive and assists in the presentation to the Board of Supervisors; Appoints and evaluates the performance of direct subordinates; Provides assistance and advice as required to appointive boards and commissions; Supervises and coordinates the activities of department and division heads and provides them with needed administrative support and services; Conducts interagency and community relations activities relating to the services of the Agency; Coordinates Agency activities with other agencies and community organizations; Ensures equitable administration of the personnel policies and programs of the County and the Agency; Sponsors supervisory and management development and other training activities; Directs the maintenance of Agency fiscal and personnel records; and Performs related work as required.



THE AGENCY



The Social Services Agency (SSA) of Santa Clara County is one of the largest public agencies in the County. SSA currently employs over 2,500 staff and has an annual operating budget of \$600 million. SSA provides direct services through three operating departments: the Department of Family and Children Services, the Department of Aging and Adult Services, the Department of Employment and Benefit Services, and the Agency Office – and contracts with a wide range of community based agencies. SSA has established a strong reputation as a progressive organization committed to promoting economic self-sufficiency, strengthening families, protecting children and frail adults, assisting the elderly and disabled in meeting their basic needs and collaborating with the community in developing and operating preventative and safety net services. The Agency is committed to implementing technology solutions to improve service to the community and productivity.

Department of Employment and Benefits Services: Provide employment services, training and benefits to applicants and recipients of public assistance. The Department's focus is to: Assist cash assistance recipients in obtaining and retaining employment and help them advance in their careers so that individuals and families may eventually become self-sufficient; Ensure that basic needs are met through the accurate and timely issuance of cash assistance, food stamps, and Medi-Cal to eligible families and individuals; Reduce the number of hungry children/adults/families by outreaching and conducting community-wide food/nutrition campaigns to make nutrition services more accessible and available to more food stamp and Food Bank clients; Ensure healthy families and individuals by promoting strategies to increase the number of eligible children/adults/families who receive health coverage; and to promote various housing assistance programs in order to help eligible, low-income families move into permanent housing

Department of Family and Children's Services: Provides a wide range of social services to maintain a safe home environment for children threatened by abuse, neglect or exploitation. DFCS is responsible for prevention, intervention advocacy, and public education related to the protection of children and their need for consistency in their care and nurturing. Services include emergency response, family maintenance programs, Intake, Assessment and Receiving Center services, foster care placement and foster home licensing, child care, family preservation, family reunification, permanent placement, and adoption.

Department of Aging and Adult Services: Promotes a safe and independent lifestyle for seniors, dependent adults and the disabled through timely and responsive systems of protective services, quality nutrition and supportive in-home services; and safeguards the property and manages the assets of conservatees and decedent estates.

Agency Office: Provides administrative, financial, information services and operations support to Agency departments. Divisions within the AO are: Department of Administrative Services (Financial Management, Human Resources, Central Services, and Employment & Equal Opportunity/Civil Rights), Department of Development & Operational Services (Information System, CalWIN Division, Governmental Relations & Planning, Contract Management, and Staff Development & Training)

THE IDEAL CANDIDATE

A qualified candidate would typically possess education and experience equivalent to completion of graduate study in the field of Social Work, Public or Business Administration and approximately 5 years extensive, increasingly responsible administrative experience, at least 3 years of which were at an executive level managing a large scale program providing direct public services.

Candidates should be able to demonstrate thorough knowledge of: Principles of governmental organization, administration, and management; Affirmative action, Labor Relations and Personnel Administration; Operations of public assistance agencies; Problem-solving techniques involved in a large public social services agency/department or similar operation; State and Federal laws, regulations and policies pertinent to public assistance and other related services; Social casework objectives, concepts and methods; and Principles of community organization and consultation.

In addition, candidates should have demonstrated ability to: Provide cohesive leadership to a large and complex Social Services Agency; Develop and implement short and long-range department goals and objectives; Prepare and present effective oral and written presentations on a variety of issues to various audiences; Establish and maintain effective working relationships with representatives of other governmental agencies; advisory commissions, department staff and members of the Board of Supervisors in sensitive situations; Formulate and implement policies and procedures for the delivery of social services; and Develop and effectively utilize all available resources.

DESIRABLE CHARACTERISTICS

The County of Santa Clara is seeking a proven executive who will be a progressive, energetic, responsive, politically astute and confident leader who is flexible, a good problem solver and customer service oriented. He/She should be a team player and possess the creative vision to advance the Agency's services. Additionally, he/she will thrive in a high pressure, fast paced, dynamic and changing environment with constantly shifting priorities. Interpersonal skills and the ability to easily relate and adjust to a variety of situations and personalities, and to communicate with staff at all levels of the organization is a must. Sensitivity to issues that accompany serving elected public officials is crucial.

CHALLENGES AND OPPORTUNITIES

- Evaluation of budget reductions during FY 2011/2012 and the resulting impact on core services.
- Creative collaboration with other public human service agencies
- Ability to collaborate and think creatively across human service departments and with community partners to create opportunities for increased reimbursement, integrated care, and improved client services
- Working with departments to contain costs and implement LEAN initiatives
- At the forefront of service innovation working at a premier social service agency
- Recruitment and retention of qualified staff to manage the complexities of an ever-evolving human service system
- Maximizing the ability to achieve State and Federal match for County General Funds

COMPENSATION AND BENEFITS

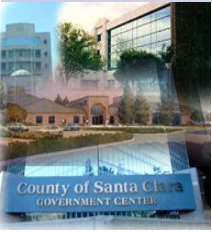
\$168,814.88—\$216,611.20, DOE

The County provides a generous Executive Management benefit package that includes:

- County contribution to the Public Employees' Retirement System for the "2.5% at Age 55" Plan
- Payment by the County of the employee's regular contribution to PERS of approximately 7%
- Employer Paid Member Contribution (EPMC) to PERS reported as part of pension benefits
- PERS retirement benefit calculation based on Single Highest Year
- Health Insurance: Single Premium – Fully paid on all health plans; Family Premium – Fully paid depending on plan
- Dental/Vision Insurance: Single and family premiums fully paid
- \$200,000 Double Indemnity Term Life Insurance coverage paid by the County
- Annual Leave: 40 days per fiscal year, including Annual Leave "Cash-Out" Program
- 10 paid holidays per calendar year
- Administrative Leave: In lieu of personal leave, education leave, bereavement leave, etc.
- County contribution to the Deferred Compensation Program
- Monthly Vehicle Allowance

Note: For salaries above a limitation imposed by federal law (that limit is \$245,000 for 2011): (1) neither the County nor the employee will make contributions to PERS on the portion of salary that exceed the limit, and (2) the portion of the salary that exceeds the limit is not used by PERS to calculate the retirement benefit.

COUNTY GOVERNMENT



Santa Clara County, sometimes referred to as “Silicon Valley,” is unique because of its combination of geographic attractiveness and social diversity. With its numerous natural amenities and one of the highest standards of living in the country, it has long been considered one of the best areas in the United States to live and work. The County’s population of 1.7 million is the largest in northern California, one of the State’s most heterogeneous, rich in ethnic and cultural diversity, and enjoying access to all of the attractions of the San Francisco Bay Area. There are 15 cities within the County’s boundaries: Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga, and Sunnyvale.

The elected five-member Board of Supervisors establishes policies to address issues that affect the day-to-day operation of County government and is responsible for an annual operating and capital improvement budget of more than \$3.8 billion. It adopts ordinances that affect the unincorporated communities and oversees the budget. The County operates under a “charter” form of government, which gives the County more responsibility and authority. Under this charter, the Board appoints a County Executive to administer County government.

SUPPLEMENTAL QUESTIONNAIRE

Please answer the following questions and submit your responses with a completed application and resume. This information is **REQUIRED**, as it will be used to initially determine minimum qualifications. For those applicants meeting the employment standards, this information will be critical in the subsequent competitive assessment to identify those candidates to be invited to the oral examination.

Resumes will not be accepted in lieu of required supplemental responses

The responses to this questionnaire should be limited to 2-3 pages. For each relevant position held, please provide specific information that clearly describes:

For each relevant position held, please provide specific information that clearly describes:

1. Your functional areas of responsibility;
2. The size and type of each organization;
3. Your position within each organization and the title of the position to which you report(ed); and
4. The number and level of staff managed; and

In addition, you are being asked to provide:

1. Detailed information regarding the your extensive executive level experience managing large scale programs that provide direct human service functions within a complex public organization; and
2. Provide other relevant information that would demonstrate your qualifications for this position

FILING PERIOD, APPLICATION PROCEDURE AND SELECTION PROCESS

It is anticipated that this recruitment will remain open until filled.

The filing period may be extended further or close as early as 10 days from issue date if necessary.

All qualified applications will be subject to a preliminary competitive rating to identify those candidates to be invited to the oral interview process. It is critical for applicants to submit an application, resume, and responses to the supplemental questionnaire.

If you have any questions please contact Patricia Carrillo, Executive Services at (408) 299-5897.

To apply online please go to:

www.sccjobs.org

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