

## **SOCIAL SERVICES DIRECTOR/PUBLIC GUARDIAN/PUBLIC CONSERVATOR - 1**

### **SOCIAL SERVICES DIRECTOR/PUBLIC GUARDIAN/ PUBLIC CONSERVATOR**

#### **DEFINITION**

Under administrative direction, to plan, organize, manage, direct and supervise the activities, programs and services of the County Social Services Department and Public Guardian/Conservator functions including public assistance, social services, and the guarding and protecting of assets and health of persons placed under County conservatorship and guardianship; to be responsible for fiscal management, personnel management, program planning and evaluation, and public and political relations related to assigned responsibilities; to represent Department activities, programs, and services with community organizations and other government agencies; to perform special assignments as directed; to provide administrative support for the Board of Supervisors and the County Administrative Officer; and to do related work as required.

#### **DISTINGUISHING CHARACTERISTICS**

This is a Department Head position with general responsibility for the administration of a major area of County Government under the direction of the Board of Supervisors through the County Administrative Officer. The position has responsibility for the County Social Services Department, as well as Public Conservator/Guardian functions.

#### **REPORTS TO**

Board of Supervisors through the County Administrative Officer

#### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Deputy Director/Social Services Program Manager, Employment & Financial Services Division Program Manager, Administrative Services Division Staff Services Manager, Public Guardian

May also supervise Department Fiscal Officer, Assistant Public Guardian/Conservator, Eligibility Supervisor, Employment and Training Supervisor, Social Service Supervisor, Welfare Fraud Investigator I & II, and office support staff.

#### **EXAMPLES OF DUTIES**

- Plans, organizes, directs, coordinates, and administers the programs, activities, and services of the County Department of Social Services and Public Conservator/Guardian functions

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- Has responsibility for enforcement of eligibility laws and regulations.
- Develops and recommends Department goals, objectives and policies.
- Prepares and administers the Department budgets recommended by the County Administrative Officer and approved by the Board of Supervisors.
- Controls fiscal expenditures and revenues.
- Hires, supervises, evaluates, and insures proper training of Department staff in accordance with County Personnel Rules and the Interagency Merit System.
- Counsels Department staff as warranted by problems and circumstances.
- Oversees Department social service program planning and evaluation.
- Directs the gathering of statistical information and the preparation of a variety of Department reports.
- Represents the Department with community organizations and other government jurisdictions.
- Serves as the Department advocate.
- Deals with the most sensitive public complaints and issues.
- Provides expertise on social services problems and issues for other County management staff and elected officials.
- Performs a broad range of administrative and management duties.
- Meets with other Department Heads to resolve problems, establish procedures and coordinate efforts.
- Coordinates Department policy regulations, interpretations, and procedures with appropriate State agencies.
- Serves as a media liaison concerning social policy issues.
- Plans service delivery methods and procedures on long and short term basis.
- Performs Public Guardian/Conservator functions as necessary.
- Meets with State staff regarding reviews and preparation of corresponding correction plans.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Human service problems and issues and their relationship to the development and delivery of human service programs and services.
- Federal, State and County laws and regulations applicable to the delivery of social services,

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- eligibility for public assistance, and the programs and services of the County Social Service Department.
- Federal, State and County laws and regulations applicable to County Conservator/Guardian function.
- Court documents and legal procedures applicable to the functions of the County Conservator/Guardian Office.
- Local, state, and national human and social services policies, functions, and systems.
- Principles, techniques, and practices of effective business and social service administration.
- Budget development and expenditure control.
- Public personnel management.
- Principles and techniques of effective employee management, supervision, training, and development.

### **Ability to:**

- Plan, organize, direct, manage, and coordinate the functions and programs of the County Social Service Department and Public Conservator/Guardian functions.
- Develop, negotiate, and monitor contracts.
- Provide direction, supervision, and training for Department staff.
- Perform Public Guardian/Conservator functions.
- Develop a budget and control expenditures.
- Analyze, interpret, and explain a variety of social service rules, policies, regulations, and procedures.
- Review the work of Department staff and resolve problems.
- Prepare, clear, concise and accurate records and reports.
- Be responsible for the development, maintenance, and preparation of Department statistics, records, and reports.
- Communicate effectively, both orally and in writing.
- Coordinate Department services with community organizations and other government agencies.
- Interpret to the applicant, recipient, or others public social service program.
- Effectively represent the Social Service Department in contacts with the public, community organizations, and other government agencies.
- Establish and maintain cooperative working relationships.

### **Training and Experience:**

Qualifications needed for this position:

Any bachelor's degree with a master's degree from a graduate school of social work, five (5) years of professional level experience in public or private agency social service program in a supervisory, administrative, executive or consulting capacity.

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**OR**

A master's degree in public administration, political science, anthropology, economics, psychology, or sociology, and five (5) years of high-level executive or administrative experience in which the person had demonstrated an ability to evaluate, administer and control varied types of programs requiring large expenditures of funds.

**OR**

A bachelor's degree in social work, public administration, political science, anthropology, economics, psychology, or sociology, and six (6) years of high-level executive or administrative experience in which the person had demonstrated an ability to evaluate, administer and control varied types of programs requiring large expenditures of funds.

**Special Requirements:**

Possession of a valid California Driver's License issued by the California Department of Motor Vehicles. The valid California Driver's License must be maintained throughout County employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.