

DIRECTOR, SOCIAL SERVICES AGENCY

Alameda County, CA





THE COMMUNITY

Alameda County is the geographic center of the San Francisco Bay Area, located on the east side of the Bay across from the San Francisco Peninsula. Commonly referred to as the “East Bay,” the region has been the fastest growing in the San Francisco Bay Area for more than two decades. The East Bay is popular because of its desirable location, incredible diversity, ideal climate, broad economic base, welcoming communities, and business opportunities. The County itself is one of the most culturally diverse regions in the country.

Alameda County offers a variety of popular destinations including theatre, world-class symphony performances, dining, and many top-rated accommodations. The County is also home to many popular attractions including, The Oakland Museum, Chabot Space and Science Center, the Oakland Athletics, and Livermore and the Tri-Valley Wine Country. In addition, there are numerous parks, trails, and championship golf courses to enjoy. The University of California, Berkeley and California State University, East Bay are just two of the distinguished academic institutions serving Northern California. Urban transportation options are extremely accessible including the Oakland International Airport, the Bay Area Rapid Transit (BART) system, and the San Francisco Bay ferry system.

THE COUNTY

Established in 1853, Alameda County has a population approaching 1.6 million residents making it the second largest county in the Bay Area and the seventh largest in the State. The County encompasses 14 cities including Alameda, Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Piedmont, Pleasanton, San Leandro, and Union City as well as 6 unincorporated communities and rural areas that span a total of 738 square miles.

Alameda County employs approximately 9,000 employees working in 21 different agencies and departments and has an annual budget of over \$3 billion. As a major urban County, Alameda delivers a full spectrum of services, including general government and internal services, health care, social services, public works, criminal justice, and other public safety services for its community.

The County celebrates the rich diversity of its workforce, which in large measure, is a reflection of the cultural and ethnic diversity of the community it serves.

The County's mission is to enrich the lives of its residents through visionary policies and accessible, responsive, and effective services. Its vision is to be recognized as one of the best counties in which to live, work, and do business.

For more information, visit <https://www.acgov.org>.

THE DEPARTMENT

The Alameda County Social Services Agency employs a diverse workforce and is comprised of four operating departments: Agency Administration & Finance; Adult & Aging Services; Children & Family Services; and Workforce & Benefits Administration.

- **Agency Administration & Finance (AAF)** provides employees and operating departments with strategic direction, support and the necessary tools, resources and services to achieve the Agency's mission. AAF is comprised of the following: Human Resources Department; Finance Department; Information Systems Department (ISD); Office of Policy, Evaluation and Planning (OPEP); Office of Public Affairs and Community Relations; Program Integrity Division (PID); Training & Consulting Team (TACT); and the Workforce Development Board (WDB).
- **Adult & Aging Services (AAS)** provides a coordinated, consumer focused, accessible, high-quality service delivery system that protects, supports and advocates for dependent adults, particularly those with disabilities, as well as the vulnerable elderly and aging population. AAS administers the following programs: Adult Protective Services; the Public Guardian-Conservator; the Public Administrator; In-Home Supportive Services (IHSS); the Public Authority for IHSS; Area Agency on Aging; Long-Term Care Ombudsman Program; and the Veterans Services Office.
- **Children & Family Services (CFS)** provides children in Alameda County with the opportunity to grow and develop in a safe, healthy, nurturing, and stable home. CFS strives to ensure children receive the support and security that a family, extended family, or alternate family can provide. CFS administers the following programs: Emergency Response; Dependency Investigations; Family Reunification; Family Maintenance; Family Preservation; Independent Living Skills Program; Permanent Youth Connections; Kinship Support Services Program; Prevention and Early Intervention Programs; and Resource Caregiver Recruitment, Training & Support Services.
- **Workforce & Benefits Administration (WBA)** promotes self-sufficiency and provides continuing economic assistance through public and private sector partnerships while fostering a workforce development system which supports individuals and families. WBA administers mandated public assistance programs and provides the required employment and supportive services for individuals

DIRECTOR, SOCIAL SERVICES AGENCY

Alameda County, CA

and families. Programs include: CalWORKs; CalFresh; California Food Assistance Program (CFAP); Medi-Cal; CalFresh Employment & Training (CFET); General Assistance (GA); Refugee Cash Assistance; Refugee Employment Services; Cash Assistance Program for Immigrants (CAPI); and Cal-Learn.

The Alameda County Social Services Agency is comprised of over 2,400 employees working collectively and in partnership with community-based organizations, neighborhood groups and policy makers to serve the needs of the community. For more information visit <https://www.alamedacountysocialservices.org/index.page>

THE POSITION

Under appointment by the Board of Supervisors and reporting through the County Administrator, the Director of Social Services provides leadership and plans, organizes, coordinates, directs and reviews the policies, programs activities, and operations of the Social Services Agency; oversees administrative, functional and programmatic activities through subordinate management staff; advises County executive leaders and governing bodies; enlists community interest in and support of the objectives of the Social Services Agency; represents the County's interest before legislative bodies and committees on social service matters; and performs related work as required.

Typical duties of the position include:

- Plans, organizes, coordinates and directs the programs and operations of the Social Services Agency.
- Develops Agency policies in consultation with and under the direction of the Board of Supervisors through the County Administrator; determines operational policies, procedures, lines of authority and responsibility, and functional assignments; and determines agency programs, services, budget and organizational structure.
- Directs the ongoing review and evaluation of service programs and operations to identify opportunities for continuous improvement; and consults with administrative and managerial staff in charge of the various functional service areas on a regular basis concerning agency matters, including programs, services, budget and organization.
- Acts as technical and policy advisor to the Board of Supervisors; advises the Board on proposed welfare and social service related legislation; and when appropriate attends Board sessions and other policy forums to present and justify agency proposals requiring action.
- Confers with the County Administrator's Office concerning budgetary and organizational programs and services; directs the preparation of the Agency's budget; administers and monitors the budget to ensure accomplishment of Agency objectives within budget constraints; and directs negotiations with the County Administrator's Office.
- Establishes and maintains cooperative relationships with other County and non-County departments, private organizations and individuals concerned with social services; and serves on agency committees and boards concerned with related matters.
- Keeps informed of current trends and new developments in the field of welfare and social services; reads the professional literature; and participates in professional organizations.

The position is open due to the upcoming retirement of the incumbent.

THE IDEAL CANDIDATE

Alameda County is a highly respected organization known for its strong, stable, ethical and transparent leadership. The County seeks a seasoned, strategic and innovative leader with a track record of providing outstanding social services to be its next SSA Director.

The ideal candidate will be an inclusive manager with outstanding communication skills who engages and seeks feedback from customers and stakeholders. This person will also foster a culture of respect, teamwork and collaboration.

The next SSA Director will embrace the opportunity to make positive contributions to the community they serve by focusing on the top priorities:

- Ensuring access to public benefits programs, such as CalFresh, CalWORKs, General Assistance, In-Home Supportive Services and Medi-Cal, for eligible individuals and families.
- Safeguarding the well-being of children by supporting biological and resource parents, as well as promoting permanency and lifetime connections for foster youth.
- Supporting and protecting vulnerable older adults and persons with disabilities by enhancing access to vital programs and coordinating systems of care.
- Facilitating access to emergency and stable housing through partnerships with other county agencies/departments, cities and community-based agencies.
- Committing to diversity, equity & inclusion by cultivating an informed and thriving workforce and supporting communities.
- Investing in our workforce through improved recruitment, retention, succession planning and professional development.
- Improving technology & information systems that will allow us to be more efficient, agile & responsive to service delivery.
- Committing to continuous quality improvement by tracking outcomes and performance.

Additionally, the next SSA Director will embrace the opportunity to enhance the work-life balance of its workforce and they will:

- Develop and implement key strategies that address the needs of a workforce in a post-COVID-19 workplace environment.
- Be proactive and strategic in recruiting and retaining top talent for the workforce.
- Review and revise policies, procedures and processes to ensure effective service delivery.
- Introduce best practices in the areas of emergency preparedness, infrastructure maintenance and optimization and IT improvements.
- Promote a diverse and inclusive workplace culture that attracts and retains top talent.

Minimum Qualifications

Requires the equivalent of one year of experience in a class equivalent to or higher than Assistant Agency Director; OR

Possession of a master's degree from an accredited college or university and in a field directly related to social service administration such as social work, public policy, public administration or business administration (Note: additional experience may be substituted for the master's degree on a year-for-year basis); AND

The equivalent of five years of increasingly responsible administrative experience, three years of which must have been as an administrator or principle assistant administrator of a large and diverse program or organization, associated with the delivery of social or human services to the public; OR

Any combination of training, education and experience that is equivalent to one of the patterns listed above and will provide the required knowledge and abilities.

COMPENSATION

The salary for this position is within an established annual range of \$218,067 to \$279,739 and will be dependent upon the qualifications and experience of the selected candidate. In addition, Alameda County offers a comprehensive and competitive benefits package that affords wide-ranging health care options and other benefits to meet the different needs of a diverse workforce and their families. These benefits include but are not limited to:

For Health & Well-Being

- Medical Insurance – HMO Plans
- Dental Insurance – HMO & PPO Plans
- Vision Insurance Plans
- Share the Savings
- Basic Life Insurance
- Supplemental Life Insurance (with optional dependent coverage)
- Accidental Death & Dismemberment Insurance (with optional dependent coverage)
- County Allowance (Employer Credit)
- Flexible Spending Accounts - Health, Dependent Care and Adoption Assistance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Voluntary Benefit Plans - Accident, Critical Illness, and Hospital Indemnity
- Employee Assistance Program

For Financial Planning

- Retirement Plan - (Defined Benefit Pension Plan)
- Deferred Compensation Plan (457 Plan or Roth Plan with County contribution)
- Employee Retirement Plan (401a Plan with County contribution)

For Work/Life Balance

- Car Allowance
- 11 paid holidays
- Floating Holidays
- Vacation and sick leave accrual
- Vacation purchase program
- Management Paid Leave
- Catastrophic Sick Leave
- Group Legal Plan
- Group Auto/Home Insurance
- Pet Insurance
- Commuter Benefits Program
- Guaranteed Ride Home
- Employee Wellness Program (e.g., At Work Fitness, Incentive Based Programs, etc.)
- Employee Discount Program (e.g., theme parks, cell phone, etc.)
- Child Care Resources
- 1stUnited Services Credit Union

Eligibility is determined by Alameda County and offerings may vary by collective bargaining agreement. This provides a brief summary of the benefits offered and can be subject to change.

HOW TO APPLY

Please apply **on-line** by **June 6, 2022** at www.allianceRC.com. For questions, inquiries or candidate recommendations, please contact:

Sherrill Uyeda or Cindy Krebs

ALLIANCE RESOURCE CONSULTING LLC

Telephone: (562) 901-0769

Email: suyeda@alliancerc.com or ckrebs@alliancerc.com



<https://www.linkedin.com/company/alliance-resource-consulting>

An Equal Opportunity/ADA Employer