

MENDOCINO COUNTY JOB DESCRIPTION

County Job Title: Chief Operations Officer - HHSA
Salary: \$47.16 - \$57.29 Hourly
\$3,772.80 - \$4,583.20 Bi-Weekly
\$98,092.80 – \$119,163.20 Annually

General Description:

Under administrative direction, to serve as principal assistant to the Director, Health and Human Services Agency, to assist in the overall management of activities of the Agency. The Chief Operations Officer assists with planning, organizing, and oversight of the department-wide operations and services of the Health and Human Services Agency including comprehensive and integrated health, mental health, drug and alcohol, public assistance, and social services programs and related administrative services; coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Director of Health & Human Services Agency. Oversees the development and implementation of policies and procedures for Agency programs in accordance with state and federal regulations. Provides direct supervision of Assistant HHSA Directors and other positions as assigned. Acts for the Agency Director in his/her absence.

As a member of the Health and Human Services Agency Leadership Team, the Chief Operations Officer participates in the establishment and implementation of the Health and Human Services Agency Value Based Operating Principles. He/she provides timely information to the Director in anticipation of changing service delivery needs and needs of staff and provides timely information to staff regarding decisions and plans within the Agency. When assigned, acts as representation of the Agency to other community groups or agencies. Performs other duties as assigned.

Distinguishing Characteristics:

This Exempt, At-Will classification serves as second-in-command to the Health and Human Services Agency Director. This class is distinguished from the agency director in that the latter is a department head with responsibility for overall administrative direction and management of all health and human services provided by the agency. This classification is distinguished from Assistant Health and Human Services Agency Director in that it provides Agency-wide oversight in scope and authority, whereas the latter provides oversight to an assigned service area.

Duties:

Agency-Wide Leadership

- Assists the Agency director in establishing agency-wide policy priorities, procedures, goals and objectives; assists in negotiating, recommending, monitoring and evaluating services provided to the community
- Identifies operational problems and formulates appropriate solutions
- Performs special studies and projects as assigned by the HHSA Director
- Acts on behalf of the HHSA Director in his/her absence

- Participates in Agency-wide, as well as Branch planning, implementation, monitoring efforts
- Participates actively on HHSA Leadership Team
- Demonstrates and models planning, program development and implementation, service delivery, program monitoring, and change management
- Coordinates and resolves differences among programs and divisions
- Initiates, develops, and implements new and more effective ways to provide and deliver Agency/Branch services, conducts organizational studies and reviews, implements changes and procedures to promote the efficiency of operations
- Develops collaborative and effective relationships within the HHSA and with other County departments, community agencies, schools, and community groups
- Serves as a liaison to State and Federal programs and local communities

Fiscal and Infrastructure Management

- Assists in the formulation of department-wide priorities and justification of the department's annual budget and capital improvements program; oversees applications for grant funding to improve or enhance the delivery of services; assists the director in determining and evaluating services provided to and by the community; surfaces issues facing the department in order to take effective action; supervises, tracks and/or monitors high priority department projects; may provide internal administrative policy guidance and direction to division directors on behalf of the director when so assigned.
- Participates in agency-wide planning and evaluation to maximize resources (budget, grants, contracts, space, equipment, materials, etc.)
- Monitors budgetary status by program and recommends adjustments to balance budgets
- Maintains effective working relationships with other County departments and with State agencies with regard to fiscal claiming, budgeting, approvals and audits

Personnel Management

- Trains and evaluates staff as needed
- Promotes and maintains high professional standards
- Assesses needs for personnel, recommends new positions or reclassifications of positions as needed, and obtains new job descriptions
- Ensures implementation of proper and consistent standards of employee supervision, training and support, evaluation and discipline
- Participates in the resolution of major personnel issues (grievances, corrective action, disciplinary action, etc.)

Knowledge and Abilities

Knowledge of:

Public agency development and preparation, monitoring and management practices; public social services; principles and practices of basic supervision and second-level management; interpersonal communication, team-building and conflict resolution; employee motivation and development; public relations; contracting law; community needs and resources.

Ability to:

Communicate openly, honestly, directly and respectfully; plan, organize and direct the work of others; make sound, rational and timely decisions and judgments; develop creative and innovative solutions to problems; build and support teamwork, motivate individuals and groups; interpret rules and regulations; analyze situations accurately and adopt effective courses of action; speak and write effectively; enlist the cooperation of and work effectively with community organizations, government agencies and others; work effectively with other county staff; establish and achieve goals and objectives; model Health and Human Services Agency Communication policy; carry out responsibilities in accordance with the spirit and intent of the Agency Value Based Operating Principles.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to walk; sit for extended periods, and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific abilities required by this job include corrected hearing and vision to normal range with close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts, computers and computer printers, telephones and other similar electronic office equipment. The noise level in the work environment is usually moderate. Work is performed in an office environment with continuous contact with staff and the public. Work may be in stressful situations and/or dealing with erratic and sometimes threatening behavior.

Minimum Requirements

Education: Equivalent to a master's degree in public administration, public health administration, social work, or related field; and

Experience: at least four years as a director or assistant director of a social services, public health, mental health department or agency, or at least seven years of successful and progressively responsible full-time experience in a social services, human services, public health, or mental health agency with at least four years management and administrative experience which included responsibility for budget administration, program planning, implementation and administration and the management of staff.

Substitution: Additional qualifying experience may be substituted for the education on a year for year basis.