

COUNTY OF SOLANO
CLASS SPECIFICATION
HEALTH SERVICES MANAGER (SENIOR)
Effective Date of Revision: 10/29/2018

CLASS SUMMARY:

Under general direction, plans, organizes, directs and supervises the operations of one or more health programs within the Health and Social Services Department; assists in the development and implementation of policies and procedures related to one or more of service areas; provides staff support to higher level management within the assigned division; serves as a member of the department's management/supervisory team.

DISTINGUISHING CHARACTERISTICS:

This class is characterized by the responsibility for the ongoing management of complex public health programs with multiple funding sources and reporting requirements, policy formulation and a broad scope of community service delivery. This class also has responsibility for developing and implementing integrated County-wide program activities whose goals, objectives and policies have considerable impact.

This class is distinguished from the:

- Health Services Administrator class which is responsible for the management of one or more public health program(s) and for assisting the Deputy Director in planning and organizing overall division operations.

SUPERVISION RECEIVED AND EXERCISED:

Supervision is provided by a Deputy Director or Administrator.

Employees in this class supervise professional, supervisory, technical and clerical staff.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Exercises management authority for assigned services and activities of the [name of unit] and performs managerial responsibilities such as:
 - monitoring purchases and expenditures;
 - approving non-routine expenditures for workplace improvements, training, computer software and hardware, etc.;
 - providing input to the unit's budget;
 - monitoring goals and objectives of the unit and taking corrective actions as appropriate;
 - recommending and implementing new policies and procedures to eliminate or reduce barriers to efficient or effective production and/or to improve customer service;
 - coordinating and monitoring the work of consultants and contractors by reviewing the performance and quality of work to ensure compliance with the applicable contract and by reviewing and approving claims for payments to ensure conformance with contract provisions and to prevent cost overruns; and
 - gathering and analyzing information to determine new and ongoing program needs.
- Performs supervisory duties to direct reports and to others through subordinate supervisors such as:

- establishing standards for acceptable work products and evaluating performance;
 - Interviewing applicants and making selections;
 - reviewing, approving and implementing disciplinary actions and terminations;
 - providing career development mentoring;
 - assigning work and planning and scheduling staff's work activities and deadlines;
 - reviewing work and recognizing employees' work efforts and accomplishments;
 - providing career development mentoring and recommending training and career development opportunities;
 - ensuring that employees are properly trained;
 - reviewing and approving timesheets and requests for leave; and
 - supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.
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- Reads, analyzes and interprets laws, regulations, policies and procedures governing assigned program operations; determines and reports on impact of proposed legislative and regulatory changes; assists in development of County policies to effect changes in program operations.
 - Determines internal program organizational structure; supervises, trains, assigns and evaluates staff; determines program utilization of own staff and other departmental personnel; confers with and/or makes recommendations to the management team with respect to complex personnel employee relations matters, as well as public contact problems, which may have significant administrative or legal consequences.
 - Develops and writes grant proposals; prepares narrative statements identifying needs, objectives, methods, evaluation and budgets.
 - Represents the division or department on task forces, planning bodies, committees and other groups; confers with representatives of funding sources and licensing bodies; explains the division or department role to officials, groups and individuals.
 - Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

Experience: Four years of increasingly responsible experience in a Public Health program of which one year was in a Health and Social Service Manager or equivalent capacity; and

Education: Bachelor's degree is required from an accredited college or university with a major in Nursing, Psychology, Social Work or a related field applicable to the area of specialization.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Depending on assignment, incumbents in this class may be required to possess a valid certification as a Dietitian issued by the American Dietetic Association or otherwise satisfy the competent professional authority criteria of WIC program regulations (7 CFR 246) is required, a valid Registered Nursing License issued by the California State Board of Registered Nursing or a certificate in Public Health Nursing issued by the California Board of Medical Quality Assurance or registration as an Occupational Therapist with the American Occupational Therapy Association or a Master's Degree in Public Health.
- Possession of or ability to obtain a valid Class C California driver's license may be required.

Note: If licensure, certification, or registration is required, all licenses, certificates and registrations must be kept current while employed in this class if required. This may include the completion of continuing education units to maintain the required registration in good standing. Employees must keep their licenses, certifications and registrations current and failure to do so may constitute cause for personnel action in accordance with Civil Service Rules or applicable bargaining agreement.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles and practices of supervision, leadership, motivation, teambuilding, organization, training, and conflict resolution; performance evaluation and discipline processes applicable to the public sector; staffing requirements for the program;
- Principles and practices of public administration and program management, including planning, implementation, and evaluation.
- Current trends in research, education and related services.
- Budget expenditure monitoring.
- Policies, regulations and procedures governing assigned programs in public assistance; goals and limitations of public programs within a specific assignment; legal requirements affecting service delivery and operations.
- Techniques used to establish and maintain effective communication with clients; socio-economic factors affecting the client; needs, problems and behavior of people in target population.
- Case review practices and techniques.
- Services provided by Solano and other surrounding counties.
- Record maintenance and case management practices.

Skills and/or Ability to:

- Plan, organize and direct a health or social services; develop and manage a program budget
- Identify and evaluate the need for developing proposed changes in program practices and procedures; interpret and apply a variety of complex county, state and federal regulations, policies and guidelines related to a specific program; comply with laws, regulations and professional practices governing program services and operations maintain accurate records and document actions taken; prepare narrative and statistical reports.
- Supervise, advise, consult with and train others engaged in professional and technical work; secure cooperation and team work among staff; deal firmly and fairly with clients of various socio-economic backgrounds and temperaments organize and prioritize work assignments; effectively delegate responsibility and authority to others; determine and evaluate level of achievement and performance; develop staff, organize, and manage their work.
- Collect and analyze data to establish/ identify needs, evaluate program effectiveness; develop goals and objectives for assigned work units or projects.
- Research regulations, procedures and/or technical reference materials.
- Interpret administrative direction for incorporation into operational policy and procedures.
- Maintain confidentiality of information.

- Communicate clearly and concisely, both orally and in writing; compose correspondence independently.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Utilize basic office equipment.

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, occasional standing, occasional walking, pushing, pulling, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer screen, read, etc. Positions in this class also require employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

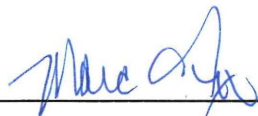
- **Office Work:** Employees in this class will most often be working in an office setting.
- **Work in a Medical Clinic Facility:** Employees in this class will be working in a medical clinic facility and thus will be subject to exposure to chemicals, toxic agents, blood and other bodily fluids, and communicable diseases. There may also be occasional exposure to extreme temperatures, inadequate lighting, and work space that restricts movement.
- **Traffic Hazards:** Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.

OTHER REQUIREMENTS:

- **Background Checks:** The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- **Independent Travel:** Incumbents may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- **Hours of Work:** Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- **Child Abuse Reporting:** Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Sections 11165.7 and 11166 of the California Penal Code relating to child abuse reporting.

- Elder Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 15630 of the California Welfare and Institutions Code relating to elder abuse reporting.

CLASS HISTORY AND CLASS INFORMATION:



Director of Human Resources

- Date Approved by the Civil Service Commission: May 1997
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: June 30, 2003
- Date(s) Revised: October 2001, February 2003, May 22, 2003, October 2018
- Date(s) Retitled and Previous Titles of the Class: February 2003 (Health and Social Services Manager (Principal))
- Class Code: 137170