

The County of Placer, California  
is seeking a highly skilled professional for the position of

# Director of Human Services

**(Client Services Program Director)**

(Unclassified Management)

## Department of Health and Human Services



**Annual salary: \$110,739.20 - \$134,638.40**

*NOTE: This position is scheduled to receive a 2.5% wage increase effective November 15, 2014.*

*Due to recent California Legislative action, your CalPERS Pension formula is dependent upon your hire date with Placer County.*

**This recruitment will be open until filled.**

## THE POSITION

The Director of Human Services is an unclassified position that reports to the Director of Health and Human Services. The Human Services Division provides financial assistance, healthcare coverage, food and nutrition assistance, and employment services to over 50,000 Placer County residents. Recently the Human Services Division received both National Association of Counties (NACO) and California State Association of Counties (CSAC) awards for the creation of an innovative Human Services Call Center that has improved performance, processes, and services to the community by assisting residents to apply and receive public assistance benefits including medical insurance. This division is comprised of 261 positions and an annual budget of approximately \$34 million. The Director of Human Services has senior management responsibility for planning, organizing, and directing the day-to-day operations of the Human Services Division; recommending priorities for Division resources; serving as the lead member of the Division's management team; and exercising direct supervision over management, supervisory, professional, technical and clerical personnel. The Director of Human Services is also responsible to plan, organize, and direct the day-to-day operations of the Placer County Housing Authority to provide housing assistance to low income residents through the US Department of Housing and Urban Development's (HUD) Section 8 Housing Choice Voucher Program.

## THE IDEAL CANDIDATE

The Department of Health and Human Services (HHS) is looking for an individual with proven expertise in the development, management and administration of financial, housing, food, nutrition, medical, housing and other assistance programs. The ideal candidate will be a fair and decisive leader with a focus on employee engagement and demonstrated ability to manage an organization that emphasizes innovation, cooperation, and accountability. The successful applicant will be a strong communicator with an established record of responsiveness to program participants, community partners, residents, policymakers and other internal and external stakeholders.

In addition to the minimum education and experience, the ideal candidate will possess and demonstrate the following:

- Experience leading staff in a complex, integrated, inter-agency and multi-disciplinary health and/or human services environment;
- The ability to develop, implement, and evaluate financial, housing, food, nutrition, medical, and other assistance programs with a focus on successful outcomes that result in populations achieving self-sufficiency, improved health, personal safety and dignity;
- Excellent personnel management and interpersonal skills with the ability to build and lead effective teams;
- Budget management expertise;
- Ability to motivate staff and foster a climate of mutual respect;
- Excellent verbal and written communication skills with experience working with the media; and,
- Candidates with bilingual skills will be highly regarded.

## THE DEPARTMENT OF HEALTH & HUMAN SERVICES

By placing people first, HHS provides a unified system of quality services to safeguard the health and well being of the people and animals in Placer County communities. To realize its mission, HHS strives to keep all children, adults, and families healthy, at home, in school, at work, out of trouble, self-sufficient in keeping themselves safe, and to ensure that animals are valued and cared for. HHS provides a broad spectrum of unique mandated services to more than 60,000 Placer County residents annually and proactively adjusts the methods used and the array of services provided to make best use of emerging technologies and to assure that the department is responsive to changing community needs. HHS delivers services through a combination of contracts with local organizations and a dedicated team of public servants focused on providing cost effective, high quality services to Placer County residents and businesses. This dedication to the public good, to fostering a positive and community-based services approach between employees and the women, children, and men in Placer County communities has led to consistent federal and state recognition as a model of excellence in service delivery – the “Placer Model.” The “Placer Model” reflects the foundational belief that the services HHS provides must be research-based, cost effective, culturally informed, and fiscally sustainable. HHS is pleased that its innovative approaches have resulted in reduced dependency on County general funds and increased self-sufficiency of the residents served.

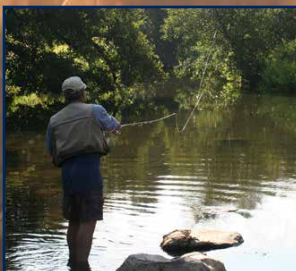
The Department consists of five divisions as follows:

- Administration;
- Adult System of Care, In-Home Support Services, and Medical Clinics;
- Children's System of Care;
- Public Health, Environmental Health, and Animal Services;
- Human Services.

These programs offer services in Auburn, South Placer, and the North Lake Tahoe areas. Services are offered on-site in other communities throughout Placer County. In total, the Health and Human Services Department has 787 allocated permanent positions, approximately 180 extra help-temporary employees, and a fiscal year 2014/2015 proposed annual budget of \$176 million.

## COUNTY GOVERNMENT

Placer County is financially sound, with a strong infrastructure, and continued resolve to balance long-term fiscal integrity with the strategic distribution of limited resources that address operations and service needs. With the continued steady hand of a five-member Board of Supervisors, elected by district, with four-year, overlapping terms, Placer County remains favorably positioned and prepared to respond to the modestly improving economy. The County employs approximately 3,000 employees and has an annual FY 14/15 proposed budget of approximately \$792 million. It has a proud tradition of being a progressive local government guided by a forward-looking County Executive Officer and an ongoing commitment from departments to deliver the most cost effective services. The focus continues on long term sustainability of operations through a multi-year budget framework that protects core operations, services and programs; continues to fund capital infrastructure projects prioritized by the Board; and maintains appropriate fiscal contingency and reserve levels. Priority Based Budgeting clearly aligns the distribution of County resources to



prioritized programs and services to achieve long-term sustainability while enhancing transparency and increasing communication to the public regarding County priorities and their reflection in the budgeting and decision making processes. Other critical issues spotlighted for 2014-2015 include: Affordable Care Act Implementation, Environmental Stewardship, Infrastructure, Planning for the Future, Economic Development, phased opening of the South Placer Adult Correctional Facility, and Employee Engagement.

## THE FASTEST GROWING COUNTY IN THE REGION

Placer County continues to be one of the fastest growing business communities in California. The quality of life, affordable housing, seismic stability, transportation system, nearby recreation, and abundant labor market are proving to be a magnet to major corporations. Placer County's strong economic base and rather diversified industry composition mitigated some of the potential effects of the economic downturn; and, the County has continued to encourage business start-ups and relocations to the area. Over a ten-year time span, Placer County employment increased by approximately 9% to nearly 132,000 total jobs (15% of all jobs in the Sacramento Region). The strongest employment growth was seen in Placer County's educational and health services sector which far outpaced the growth in the comparative regions: Sacramento Region, Bay Area, and California. The second highest growth occurred in the financial activities sector.

With its growth rate exceeding average growth rates in the Bay Area and California, Placer County is the fastest growing county in the Sacramento region. In January 2013, Placer County had an estimated population exceeding 357,000 with an unincorporated population of over 109,000. The incorporated cities include Roseville (123,514), Rocklin (58,484), Auburn (13,446), Lincoln (43,818), Loomis (6,493) and Colfax (1,969). The government center, located in Auburn, is 30 miles northeast of the State Capitol in Sacramento and centrally located between San Francisco, 100 miles to the southwest, and Reno, 100 miles to the northeast. One of Placer County's most important resources is its education system. Through a network of public and private schools, the County benefits from a well-educated community and labor force. A variety of public and private primary and secondary education institutions offer an overall pupil-teacher ratio that is much lower than California's ratio. Undergraduate and graduate programs are available from a variety of higher education institutions throughout the area, including: universities, community colleges, technical schools and vocational training programs.

## QUALITY OF LIFE

Placer County is a delightful place to live and work – there is no other place like it in California. Stretching from the suburban outskirts of the Sacramento Valley to the mountains of the North Lake Tahoe region, the abundance of recreation, arts, and breathtaking scenery are just a few of the attractions that make Placer County a special place to residents and visitors. The County's expansive elevation and landscape encompasses valley grasslands, oak-covered foothills, and snow-capped mountains. Recreational prospects abound in the County's numerous rivers, lakes, state parks and ski resorts.

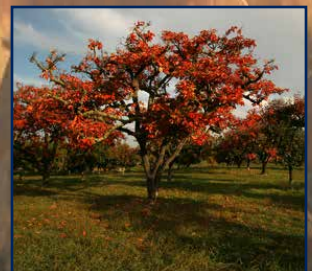
The Placer Valley area consists of three vibrant suburban communities located in the south and western areas of Placer County.

The cities' high standards and family values have resulted in a nationally-recognized quality of life, as exemplified by the Family Circle magazine designation of Rocklin as one of the ten most desirable places for a family to live, the Money magazine ranking of Roseville as one of the best places to live in the United States, and Lincoln's "All American City" designation (an annual award presented to ten U. S. communities whose citizens work together to identify and tackle community-wide challenges and achieve uncommon results). Recreational amenities, cultural activities, world-class shopping, dining and golf abound in the area. This safe, green-oriented, and affluent community hosts a variety of amateur and youth sports events. The Placer Valley area also encompasses rich agricultural lands. The Folsom Lake State Recreation Area offers boating, water skiing, fishing, swimming, horseback riding, and camping.

The foothills, home to the world-famous Gold Country, offer well-stocked rivers and tree-lined lakes. In the spring and summer months, adventure seekers can compete in the annual Western States Endurance Run, the first of its kind; and equestrians looking for a long-distance adventure can try the Tevis Cup equestrian endurance ride from Lake Tahoe to Auburn. Fans of water adventures and activities can spend the day white-water rafting, canoeing, or kayaking down the American River; panning for gold in the same waters that brought tens of thousands of miners to the foothills in the California Gold Rush; swimming in tree-lined lakes and fishing in well-stocked rivers. Hiking the old wagon trails through the Tahoe National Forest offers a trip through the area's history. The Auburn State Recreation area provides challenging trails for adventure seekers on mountain bikes, dirt bikes, and off-road vehicles. A host of other quieter outdoor pursuits are available in picturesque settings punctuated with wildflowers, waterfalls, and abundant wildlife. Placer County's emerging wine trail offers tours of boutique wines inclusive of opportunities to meet local wine makers and taste award-winning wines. During November and December, Placer County is world famous for its sweet and nutritious mandarins. Spring and summer bring the strawberry harvest with delicious, juicy, red, ripe berries straight from the fields. Or, enjoy vine-ripened, freshly picked tomatoes, fruits, and other produce and eggs at one of the year-round local farmers markets or produce stands.

The splendor of Placer County's High Country offers adventure, rest, or relaxation. The eight resorts in the North Lake Tahoe area, including the world-renowned Squaw Valley, are experiencing unprecedented expansion with resorts offering unparalleled access to 6,000 acres, 44 lifts, over 270 trails, new high speed chairlifts, accommodations and expanded restaurants. In addition to skiing and snowboarding adventures, winter activities include cross-country skiing, telemark skiing, snowshoeing, ice skating, sleigh rides, dog sled tours, snow tubing, aerial tram rides, outdoor heated swimming pools, hot tubs, saunas, an indoor climbing wall and a fitness and health spa. Summer activities include golfing, hiking, mountain biking, fly fishing, horseback riding, tennis, sky jumping, a ropes course, and ATV tours. Thrill seekers can enjoy a downhill bike trail with 45 tabletop jumps. From east to west, Placer County's natural resources and open space provide for adventure, peace, or quiet to enjoy leisure time to the fullest.

Encompassing 1,424 square miles of diverse geography, plus 82 square miles of water, Placer County is considered a rural/suburban county with 251 persons per square mile and the State's 22nd highest population among the 58 counties. The County's diverse landscape, moderate climate, stable geography, and low crime rate enhance the high quality of life enjoyed by residents. Whether living in a suburban community, small town, farm setting, or urbanized valley, residents can be



a short drive from work. Moderate, dry days and cool nights characterize the summer months in Placer County. The County's rainy season occurs between November and April; but, excessive rainfall and damaging windstorms are rare. In addition to offering beautiful scenery and winter recreation, the Sierra Nevada snowfields provide a major source of water during the dry summer months. Ground stability is an important factor to businesses, residents, and visitors. Placer County is located in the state's lowest shaking hazard area; and, the Sacramento Region ranks among the lowest in the state for the probability of a major earthquake. Crime rates are below the state average and the lowest when compared to the Sacramento Region and the Bay Area. High-quality, comprehensive medical services are available with service by three major acute care hospitals.

## THE MINIMUM QUALIFICATIONS FOR THIS POSITION ARE:

**Experience:** Seven years of increasingly responsible experience in a public human service agency, including at least four years of administrative and management responsibility.

**Training:** Equivalent to a Bachelor's Degree from an accredited college or university in social or behavioral sciences or management such as business administration, organizational management, public administration or equivalent. A Master's Degree is preferred.

**License or Certificate:** May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

A complete job description of the Client Services Program Director is available on our website at: [www.jobsatplacercounty.com](http://www.jobsatplacercounty.com).

## COMPENSATION AND BENEFITS

**Salary:** The monthly salary range for this unclassified management position is \$9,228.27 - \$11,219.87 paid biweekly (26 pay periods annually). A longevity increase of five percent is added to the salary after five years are obtained at the top step.

In addition, the County offers an attractive benefits package. Please note that benefit levels and payment amounts are subject to change, based on County Executive Office/Board of Supervisors mandates.

**Supplemental Compensation:** The County provides \$2,100 per calendar year in supplemental compensation to be utilized in the following ways: to pay for health and/or dental deductibles and co-pays, to pay for dependent care expenses, cash (this is considered taxable income), or in contributions to a 401(k) plan.

**Annual Leave:** The County provides management employees 100 hours of management leave to be used as time off or cash as well as a competitive vacation and sick leave package and thirteen (13) paid holidays per year.

**Health Insurance:** Health coverage is available through CalPERS with the County paying a major portion of the cost for the employee as well as dependents. Health care benefits are also available in retirement.

**Dental and Vision Insurance:** Dental and vision insurance are fully paid by the County for the employee and dependent dental and vision coverage is also available.

**Life Insurance:** A fully paid double indemnity life insurance policy of \$50,000 is provided for the employee. An accidental death policy of \$10,000 is also fully paid by the County.

**Retirement Plans:** Employees are covered by Social Security and CalPERS. Due to recent California Legislative action, your CalPERS Pension formula is dependent upon your hire date with Placer County. Both a 457 deferred compensation plan and a 401(k) plan are available at the employee's option.

## APPLICATION PROCESS

To be considered for this excellent career opportunity, please submit a completed application via the County's website at [www.jobsatplacercounty.com](http://www.jobsatplacercounty.com). In addition, please submit a cover letter, an expanded resume (no more than four pages) to include a record of accomplishments, and responses to the supplemental questions to Placer County Health and Human Services Department, 3091 County Center Drive, Suite 290, Auburn, CA 95603. This recruitment will be open until filled. Interested candidates are encouraged to apply immediately. Appointment to this position will be contingent upon successful completion of a post-offer pre-employment background investigation, including fingerprint clearance, and physical examination.

## EMPLOYEES OF OTHER PUBLIC AGENCIES

Placer County Placer County offers an expedited process for qualifying certain applicants for interviews. Candidates currently employed, or employed within the last year, by a public agency operating under a personnel civil service or merit system may be eligible to be placed on a Public Agency Eligible List and certified as eligible for appointment to a similar job assignment without going through the examination process. For more information on the Public Agency Eligible List, to download forms, or to apply, please visit our website at [www.jobaps.com/placer/sup/abfreenames.asp](http://www.jobaps.com/placer/sup/abfreenames.asp).

## SELECTION PROCESS

An application appraisal screening will be conducted to select a reasonable number of the best-qualified candidates who will be invited to an interview. The interviews will be used to appraise the education, experience, and personal qualifications of each *best-qualified* applicant.

## PERSONNEL DEPARTMENT



Equal Opportunity Employer  
145 Fulweiler Avenue, Suite 200  
Auburn CA 95603  
Main Telephone: (530) 889-4060  
[www.placer.ca.gov/Departments/Personnel.aspx](http://www.placer.ca.gov/Departments/Personnel.aspx)

Thank you for your interest in employment with Placer County. Placer County is an equal opportunity employer and is committed to an active nondiscrimination program. It is the stated policy of Placer County that harassment and retaliation is prohibited and that all employees and applicants shall receive equal consideration and treatment. All recruitment, hiring, transfer and promotion will be based on the qualifications of the individual for the positions being filled regardless of sex, sexual orientation, race, color, ancestry, religious creed, national origin, physical disability (Including HIV and AIDS), mental disability, medical condition (cancer or genetic characteristics/information), age (40 or over), marital status, pregnancy, childbirth and related medical conditions, or any other classification protected by federal, state or local laws or ordinance. Please contact the Personnel Department at least 5 working days before a scheduled examination if you require accommodation in the examination process. Medical disability verification may be required prior to accommodation.

THE COUNTY OF PLACER HAS A NO SMOKING POLICY FOR ALL COUNTY FACILITIES.

# Client Services Program Director Human Services

## **SUPPLEMENTAL QUESTIONS**

Candidates must submit a completed application via the County's website at [www.jobsatplacercounty.com](http://www.jobsatplacercounty.com). In addition, please submit a cover letter, an expanded resume (no more than four pages) inclusive of your record of accomplishments and responses to the supplemental questions below to the Placer County Health and Human Services Department, 3091 County Center Drive, Suite 290, Auburn, CA 95603.

1. Detail your experience in developing, implementing, and evaluating human services programs. Please give examples of successful outcomes such programs have achieved.
2. Describe your experience in innovating or re-engineering a business process to improve client service delivery.
3. Describe your leadership style and give an example of how you have applied this to successfully lead an organization.
4. Describe your experience in personnel management including the most difficult performance management issue that you have addressed and the outcome.
5. Describe how you have built effective teams; mentored, coached, and motivated staff.
6. Detail your experience with budget management including budget development and expenditure control.
7. Describe your experience working with the media, presenting to governing boards and community groups, and working with community partners.
8. Explain how you have been successful in addressing diverse issues and communities.

