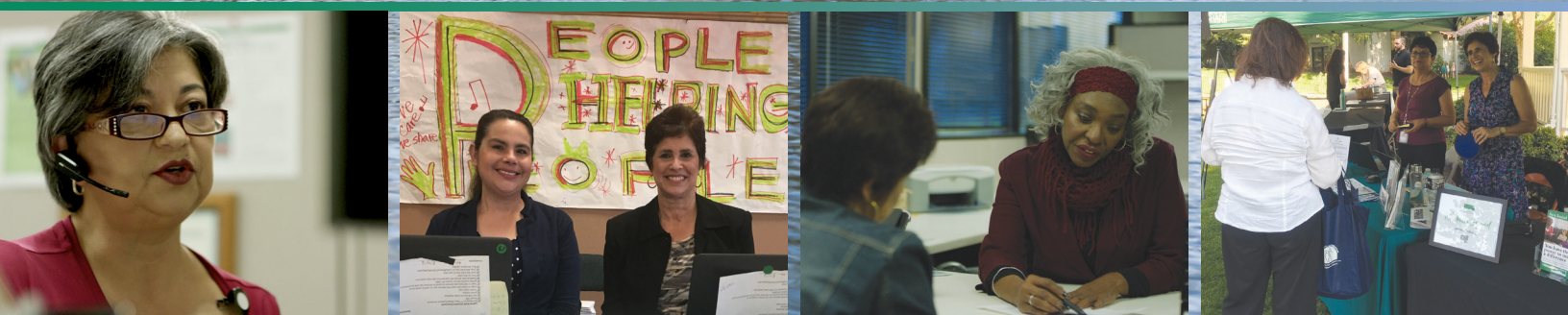


CONTRA COSTA *County*

WORKFORCE SERVICES DIRECTOR

Employment and Human
Services Department



*Building Brighter
Futures Together*

THE COUNTY OF CONTRA COSTA

Located in northern California, Contra Costa County covers approximately 733 square miles extending from the northeastern shore of the San Francisco Bay east to San Joaquin County. With a population of just over 1 million, the County is among the ten most populous counties in California and home to one of the State's most ethnically, culturally, and socioeconomically diverse populations. It has one of the fastest growing work forces among Bay Area counties, with growth in its employment base being driven by the need to provide services to an increasing population and the presence of relatively high-wage skilled jobs.

The County contains 19 incorporated cities and includes a variety of urban, suburban, industrial, agricultural, and port areas. Substantial portions of the County are served by the San Francisco Bay Area Rapid Transit (BART), which has contributed to significant residential and commercial development. Contra Costa is home to numerous attractions, including wildlife refuges, state parks, historic sites, and a variety of museums. Mount Diablo, a 3,849-foot peak at the north end of the Diablo Hills, is popular with outdoor enthusiasts, as are hiking, biking, horseback riding, boating, and other activities. The wine country of Napa and Sonoma Counties, picturesque seaside communities such as Carmel and Monterey, and the Sierra Lake Tahoe region are all within driving distance of Contra Costa.

Several prestigious public and private academic institutions are also located nearby, including Stanford University, University of California at Berkeley, University of San Francisco, University of the Pacific, San Jose State University, and California State University, East Bay. One of California's best community college systems is also located in Contra Costa County.

COUNTY GOVERNMENT

Contra Costa County is governed by an elected five-member Board of Supervisors and includes a variety of citizen commissions, committees, and other entities that advise the Board and County staff of issues and policy. The County provides a full range of services through 25 County departments divided into the service areas of Public Protection, General Government/ Municipal Services, Health and Human Services, and Special Districts and Authorities. It has approximately 11,000 employees and a total FY2019/20 budget of \$3.7 billion with a General Fund budget of \$1.7 billion.

EMPLOYMENT AND HUMAN SERVICES DEPARTMENT OVERVIEW

Employment & Human Services (EHSD) partners with the community to deliver quality services to ensure access

to resources that support, protect, and empower individuals and families to achieve self-sufficiency. Based on the core values of delivering an exceptional customer experience, encouraging open communication, embracing change, practicing ethical behavior, and embracing diversity, EHSD envisions Contra Costa County will continue to be a thriving community where all individuals and families can be healthy, safe, secure and self-sufficient. More information about EHSD is available at www.ehsd.org.

WORKFORCE SERVICES BUREAU

The Workforce Services Bureau is the largest Bureau in the EHSD with approximately 780 employees and a budget of \$204 million. Services are provided through the Department's four major district offices located in Antioch, Hercules, Pleasant Hill, and Richmond including one satellite office located in Brentwood.

The major service delivery programs operated by the Workforce Services Bureau are Medi-Cal, CalWORKs, and CalFresh.

- 1. MEDI-CAL** - Medi-Cal staff determine initial and on-going eligibility for medically needy and medically indigent low-income families, children and individual adults. In 2018, staff determined eligibility for families, children and individual adults in 132,000 Medi-Cal cases providing health insurance for 251,000 eligible individuals.
- 2. CALFRESH** - CalFresh staff determine eligibility for CalFresh food stamp benefits to low-income individuals and families to increase their food purchasing power, reduce hunger, and raise nutrition levels while strengthening our economy. Benefits were provided to 65,000 individuals in 29,750 cases in 2018.
- 3. CalWORKs** - CalWORKs staff determine initial and ongoing eligibility for CalWORKs benefits for needy families with children, including providing employment and training services in the Welfare-to-Work program. In 2018, 13,500 adults and children were assisted in a total of 6,500 cases.
- 4.** Additional services and programs within this Bureau include CalFresh Employment & Training and early expiration of the ABAWDS waiver (Able Bodied Adults Without Dependents); CalWORKs Child Care Programs; Cal-Learn Program; Transportation Services programs; Housing and Homeless Services in specialized programs; and Services for Multi-Barriered Participants.

THE POSITION

The Workforce Services Director position is an executive management position in EHSD and reports directly to the EHSD Director. The Workforce Services Director serves as the professional expert and technical advisor to County leadership, Department staff and the public on all aspects of public assistance benefit programs and matters in Contra Costa County. The position oversees a Deputy Director and directs eight talented division managers who manage the various programs and building operations. The Director's primary responsibility is to lead and direct the operation and provision of specific public assistance benefit programs (CalWorks, CalFresh (Food Stamps), MediCal) and related employment and training programs that support the goals and outcomes of the public assistance programs. Through the use of electronic technologies and direct client servicing in district offices, this position oversees, directs, evaluates and enhances the service delivery systems.

KEY RESPONSIBILITIES

- Provide overall leadership and direction to the work of the bureau through division managers, directing the efficient and effective operations of all bureau programs and services;
- Motivate and encourage initiative and high standards of performance, productivity and accountability among managers and staff that ensures optimal customer service and the achievement of state and federal requirements;
- Direct the selection of supervisors and the work evaluation of departmental personnel; oversees employee relations and grievances; provides supervisory training and staff development opportunities;
- Provide appropriate interpretation and implementation of State and Federal regulations and policies. Develop performance measures and metrics to ensure state and federal requirements are met;
- Confer with the Director and other Executives to ensure consistency and effectiveness of departmental policies in assigned area;
- Participate in the planning, development, application and implementation of program technology systems affecting public assistance programs;
- Develop and maintain partnership with community-based organizations as necessary to meet the organizational goals;
- Use data to inform, forecast and report performance and outcomes;
- Establish and maintain effective working relationships with the Board of Supervisors, County Agency/Department heads and staff, State Department of Social Services officials, representatives of employee organizations, outside agencies and the community;
- Confer on a regular basis with appropriate employee organization representatives;
- May be assigned Disaster Service Worker responsibilities as needed; and
- Perform related duties as assigned.

IDEAL CANDIDATE

Contra Costa County Employment and Human Services Department is seeking a visionary and collaborative organizational leader with public administration experience; outstanding people management skills; and a successful track record in organizational change leadership. The successful candidate will be driven by a passion to serve a diverse urban population of marginalized families and communities and is committed to the County's goal of building a thriving community where all individuals and families can be healthy, safe, secure and self-sufficient.

The ideal candidate will have demonstrated experience, professional attributes and the ability to exercise the following competencies that are most critical to the success of the Workforce Services Director:

- **Leadership.** Establish clear achievable goals and engage staff in supporting and furthering those goals.
- **Innovative, Service Oriented, Outcome Focused.** Use data to assess WFS' current programmatic and service delivery system, proactively develop a forward thinking and collaborative approach, to create and implement innovative service delivery models that engage customers through the use of technology.
- **Operational & Culture Change Agent.** Drive an operational culture shift within a bureaucratic and complex organization that includes creating an accountable, positive organizational culture, that is committed to responsive high-quality customer service and organizational excellence, program integration that leads to minimizing operational/division silos. Introduce and develop an inclusive work culture where compassion, cultural competence, diversity and inclusion, and racial equity are valued, and where collaboration with divisions, departments, community partners and others is encouraged and supported.
- **Fiscal Stewardship.** Practice personal and fiscal integrity and consistently demonstrate good judgment to oversee budget development, contract management, compliance and evaluation. Use a proactive approach to manage complex staffing models to maximize funding resources.
- **Professional Involvement & Engagement.** Actively participate in the public social services profession. Stays on top of the social, political, and environmental issues and legislative changes that influence program administration and the funding sources impacting program and service delivery.
- **Inclusive & Collaborative Team Builder.** Empower a group of committed and highly skilled employees. Value employees' professional/technical expertise and motivate them to reach higher levels of performance and provide on-going opportunities for training and professional development. Work collaboratively with EHSD Executive team to create productive synergies among peer bureaus that promote high quality cross-agency service delivery.
- **Relationship Management.** Leverage outstanding communication skills and a friendly demeanor to build open, honest, and respectful relationships with bureau employees at all levels and a multitude of county departments. Engage and work collaboratively with active unions, community partners, and elected officials to maintain and ensure strategic relationships and achieve common goals. Furthermore, ensure that a consistent and clear message is communicated to a variety of audiences.

MINIMUM QUALIFICATIONS:

This position requires five or more years of professional experience in an administrative or staff position, which required program management, financial management, and/or administrative oversight in a public social service or health agency. At least three years of that experience must have included supervisory responsibilities. A Bachelor's degree in public or business administration, social work, health, public health or a closely related field is also required.

COMPENSATION AND BENEFITS

The salary goes up to **\$158,551** as of July 1. The salary will increase by 3% on 7/1/2020 and 7/1/2021. Contra Costa County offers an attractive benefits package. Detailed information is available upon request.

SELECTION PROCESS

The Workforce Services Director recruitment is being conducted by The Hawkins Company. The Hawkins Company will review all written materials submitted and will screen and evaluate all candidates. Only those deemed qualified will advance to the next level of the recruitment process. The most highly qualified candidates

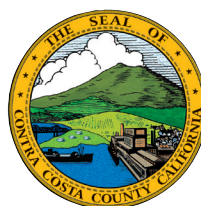
will be invited to participate in an on-site interview. All questions must be addressed to The Hawkins Company.

To be considered, please submit your resume and cover letter electronically to wfs.director@thehawkinscompany.com by **July 12, 2019**. Resumes received by **July 12, 2019** will receive first consideration. The position is open until filled.



THE HAWKINS COMPANY
8939 S. Sepulveda Blvd., #110-216
Los Angeles, CA 90045
www.thehawkinscompany.com

For additional information or questions, please contact Ms. Brett Byers at 323-403-8279, brett@thehawkinscompany.com or Ms. Yonnine Hawkins at 323-252-1655, yonnine@thehawkinscompany.com.



Contra Costa County is an equal opportunity employer, values workforce diversity and seeks to create an environment and culture that embraces employee differences. All qualified applicants are considered in accordance with applicable laws prohibiting discrimination on the base of race, religion, color, gender, age, national origin, sexual orientation, physical or mental disability, marital status or veteran status or any other legally protected status.