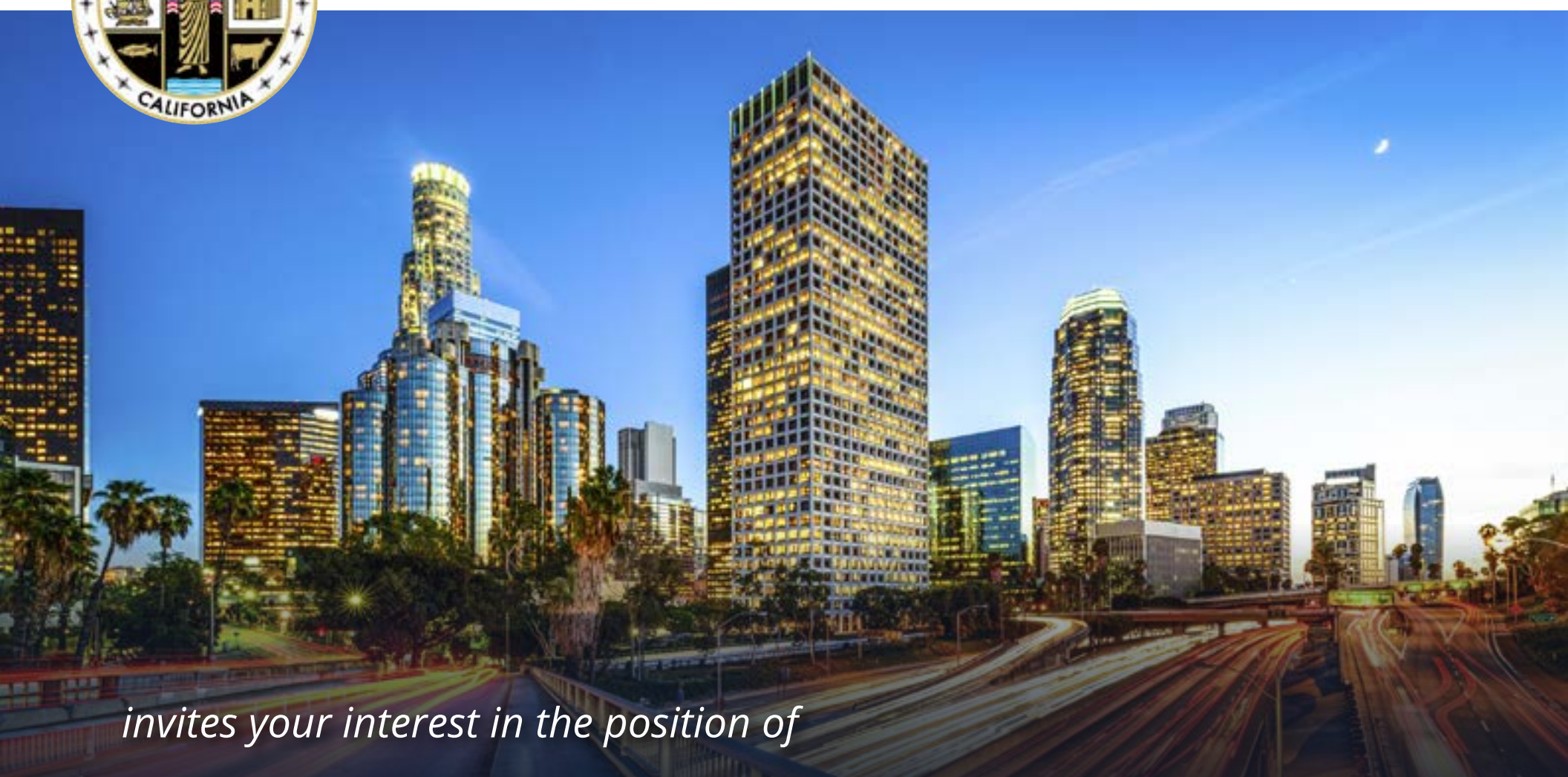




County of Los Angeles



invites your interest in the position of

Chief Deputy Director, Public Social Services

Recruitment Services Provided by Ralph Andersen & Associates

The Opportunity

The County of Los Angeles is recruiting nationally for a highly experienced, innovative, progressive, and collaborative Chief Deputy Director, Public Social Services (DPSS) for Program and Line Operations. The ideal candidate will be a progressive, highly experienced professional who enjoys working in a fast-paced and complex environment.

The Chief Deputy Director serves as the primary operations executive for DPSS. This role exerts a powerful impact on the region's economy and the lives of millions of individuals in need. Candidates will have a comprehensive knowledge of eligibility work management and organizational and project management principles, control systems, financial planning, utilization of resources, and a strong record that epitomizes social services' values.

Success comes from a strong dedication to providing innovation, accountability, and transparency. Candidates must have experience facilitating large-scale projects with successful outcomes from various groups, including elected officials, other government counterparts, and the community.

When you join the County of Los Angeles of Public Social Services, you will help change the community – one person at a time. Working as part of a team, DPSS has a far-reaching vision: to be an innovative organization where caring professionals collaborate to provide the most effective solutions, so customers reach their full potential.



About the County of Los Angeles

With a population of more than 10 million people and 88 cities, Los Angeles County has more residents than any county in the nation. The County is rich in cultural diversity and home to world-renowned museums, theaters, the nation's motion picture industry, major universities, and numerous five-star restaurants. The mountains, deserts, and the beautiful Pacific Ocean, along with some of the world's finest urban recreational attractions, are freeway close.

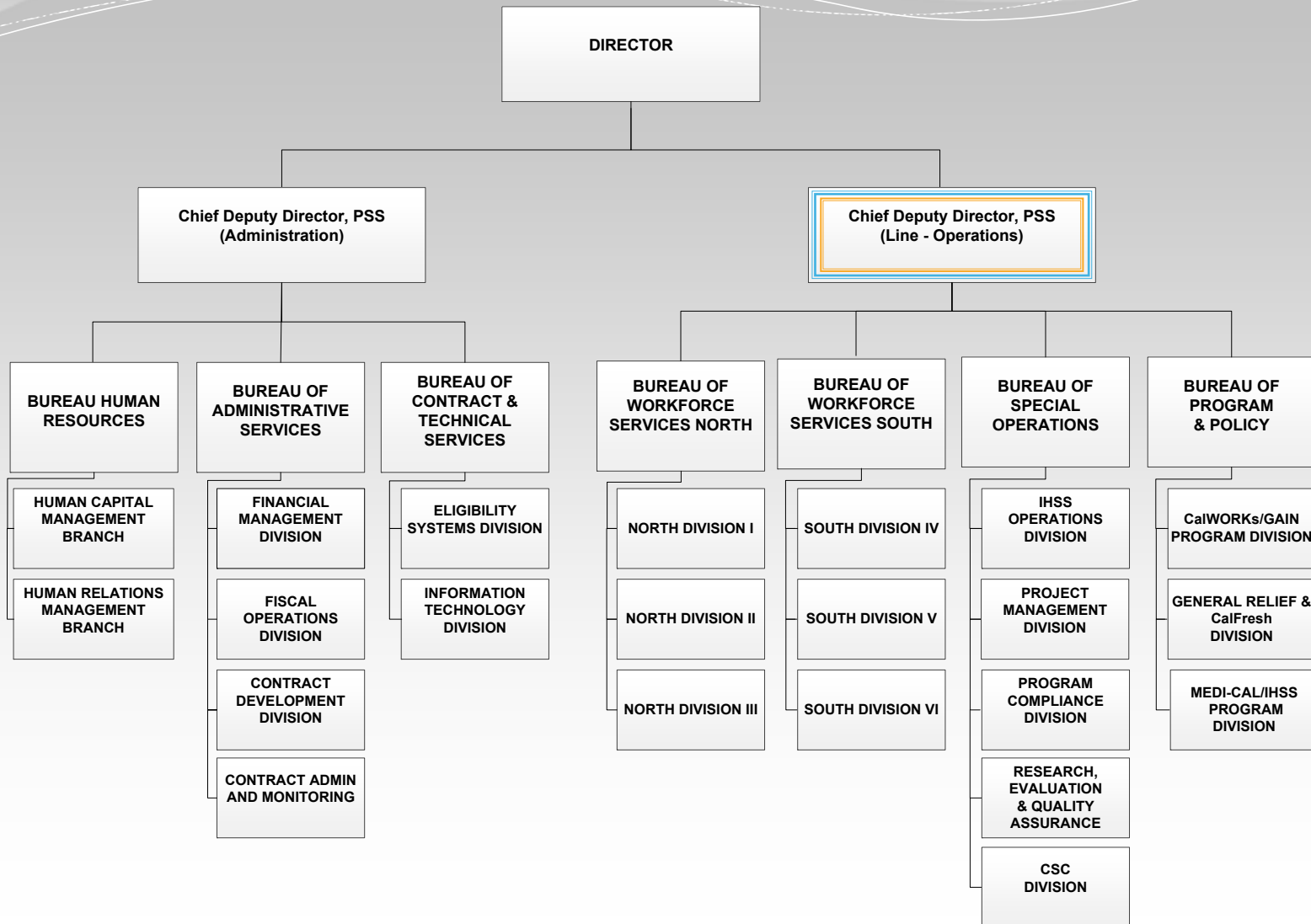
The County is governed by a five-member Board of Supervisors who are elected on a non-partisan basis and serve four-year terms. As the governing body, the Board of Supervisors serves as both the executive and legislative authority of the largest and most complex county government in the United States. The County has an annual FY2021 budget of approximately \$38 billion, with over 37 major administrative units or departments serving the needs of the County's residents. The County employs more than 110,000 dedicated individuals to serve its diverse population.



Organization Chart



Department of Public Social Services Department Administration



Making a Difference in a Rapidly Changing World

The overall mission of the Department of Public Social Services (DPSS) is to inspire hope by helping people in need. The Department is complex and the largest public services agency in the United States. With a \$4 billion budget and 14,000 employees, the Department provides necessary assistance to Los Angeles County's underserved population. DPSS provides over \$2 billion in direct and contracted services to over 3 million individuals. By providing temporary financial assistance, food, shelter, housing, and employment services to low-income County residents, DPSS makes the difference for many in need. DPSS determines eligibility for free or low-cost health care programs and services for families with children, pregnant women, transition-aged youth and aged or disabled adults. The Department continues to develop technological advances to serve customers efficiently and effectively and is recognized for its successes in providing services through state-of-the-art call center technology, mobile applications, and working closely with business partners to link customers to a myriad of services (mental, substance abuse, domestic violence, etc.).

More details can be found on the Department of Public Social Services website: <https://dpss.lacounty.gov>.

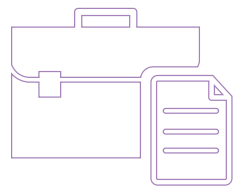


The Position

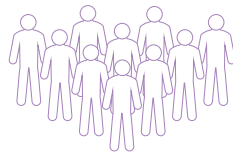
Key knowledge and skills required of the successful candidate include, but may not be limited to the following:

- Acts for the Director of Public Social Services in his or her absence;
- Assists the Director in formulating departmental goals and objectives, policies, and procedures; directing their implementation and evaluating the results;
- Provides supervision of the Assistant Directors, each of whom is responsible for a major bureau in the Department;
- Directs the development of changes in organization, staffing, business processes, and information technology projects to increase efficiency and effectiveness in the delivery of services and to minimize administrative costs;
- Assists in the formulation and implementation of the department's vision, mission, and strategic plan; provides leadership to management staff and works in a team environment to meet short and long-range Departmental goals, including those mandated by the Board of Supervisors;
- Assists in all aspects of intergovernmental relations by establishing and maintaining an effective working relationship with the Board Offices, County Departments, and other governmental agencies; and
- Recommends and implements new and revised policies, procedures, best practices, and data analysis to effect maximum operational efficiency and ensure compliance with federal, State, and County requirements.





DPSS BUDGET
\$4 BILLION



14,000
EMPLOYEES

3M

3 MILLION
INDIVIDUALS SERVED



The Ideal Candidate

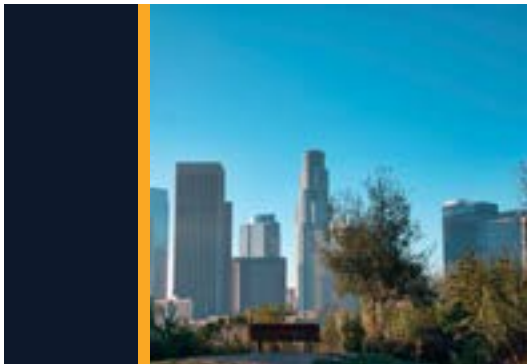
The ideal candidate will be a decisive leader and a strong operations, program, and budget manager. The next Chief Deputy Director will be an accomplished professional with a highly collaborative management style, superior people skills, and excellent presentation, public speaking, and overall communication abilities. The selected candidate will be expected to be a creative, strategic, innovative, team-oriented, and self-motivated leader with a hands-on and proactive approach that will address the many challenges and opportunities currently impacting DPSS's reputation for providing programs and services. The new Chief Deputy Director will be recognized as having the ability to provide the organization with the following qualities and attributes:

- A strong, confident leader who will establish instant credibility as an authority on social services requirements and activities in California;
- A solid manager with a focus on employee engagement and the ability to provide strategic direction;
- Be innovative and results-driven with a track record of successful leadership of an organization;
- Have a demonstrated ability to forge effective working relationships with a variety of individuals and groups, build consensus, foster teamwork, and create a climate of trust and respect;
- An individual who will accept responsibility and be accountable for decisions made and actions taken;
- Be known as a person of integrity with a personal commitment to a position of public trust;
- A well-grounded individual, versed in constructive review, evaluation, and common sense with a talent for thinking and applying the contextual environment; and
- A leader with core values centered on outcomes, both measurable and meaningful.

In summary, candidates must enjoy and thrive in a fast-paced and robust environment and address day-to-day operations with a personal style that embraces a collaborative approach to decision-making and problem-solving.

Current DPSS Challenges and Opportunities

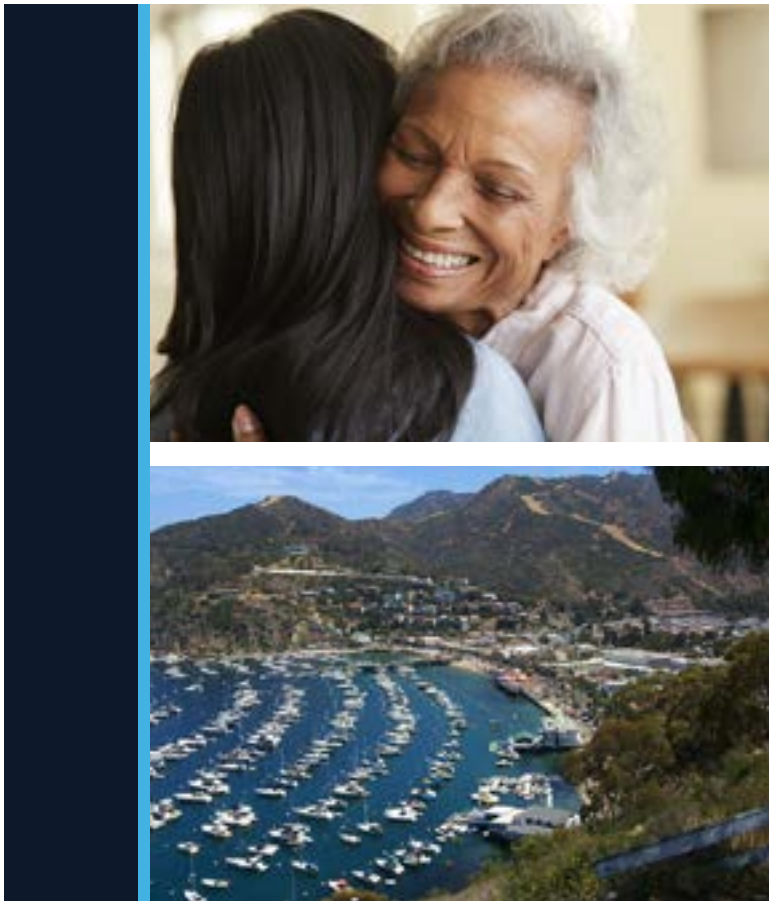
- Connecting with hard-to-reach communities with over 13 threshold languages. This involves strengthening current relationships with trusted partners, faith-based organizations, and media outlets that play key roles in reaching low-income individuals and families.
- Linking General Relief homeless customers to homeless services and housing placements. These customers are connected to housing opportunities and assistance when navigating through housing location services.
- Reducing the prevalence of food insecurity and poverty by increasing participation of customers who are eligible for CalFresh (California's Supplemental Nutrition Assistance Program - SNAP).
- Assisting refugees with building stable lives, providing cash assistance, and helping them gain employment to provide self-sufficiency and dignity.
- Increasing efficiency through DPSS Customer Service Centers (CSCs) or Renewal Line designed to enable customer to apply for or renewals benefits for all programs (CalFresh, CalWORKs, Medi-Cal) benefits without having to complete paperwork or come into DPSS district offices.
- Providing self-service options to expedite services to customers. The utilization of cloud-based solutions to enable self-service through customer portals, online chats, and chatbots.
- Enhancing DPSS's enterprise reporting and data analytics solutions by designing and building a departmental data warehouse containing data from existing key systems.



Qualifying Experience and Education

The successful candidate will have:

- A Bachelor's degree or higher from an accredited college or university.
- Five years of progressively responsible executive experience in a large-scale public services organization with a significant client base. This includes directing line operations and strategic planning. Examples of relevant experience include large county or state responsibility for income maintenance, supplemental nutritional assistance, or Medicaid administration at the Secretary, Director, or Deputy level.



Desirable qualifications include:

- Knowledge of and experience with welfare programs at the federal, State, and local level, including the ability to apply provisions that impact the Department;
- Proven ability to work effectively with public officials, other departments, agencies, community groups, private organizations, and the general public;
- Experience in leading teams, projects, and management level staff;
- Experience working in a diverse urban environment and cross-cultural competency.
- Certification from the Project Management Institute (PMI) as a Project Management Professional (PMP);
- Experience managing all phases (procurement, requirements gathering, business process reengineering, development, testing, and deployment) of a public assistance case management, or electronic health records management system, implementation; and
- Ability to interact with diverse technical and non-technical groups, spanning all organizational levels.

Candidates should be aware that the Los Angeles County Director of Public and Social Services, working in concert with Ralph Andersen & Associates, reserves the right to determine the best combination of education and experience required for the Chief Deputy Director, Public Social Services.



Compensation and Benefits

The starting salary will be dependent on the experience and qualifications of the successful candidate. In addition to a competitive salary, the County offers a transportation allowance, flexible benefit plans with pre-tax elections that include: medical and dental insurance; retirement plan; deferred compensation plan; long-term disability plan; life insurance; 12 paid holidays per year; vacation. Relocation costs may be negotiable for the right candidate.

Application and Selection Process

For additional information, please visit the County's website at www.lacounty.gov. To be considered, candidates must submit a compelling cover letter, comprehensive resume, and six professional references via email to apply@ralphandersen.com.

Candidates are encouraged to apply immediately; this recruitment is open until filled. The first review of resumes will take place on **August 9, 2021**. All education and credentials will be verified, and detailed verifications and background checks conducted. ***Candidates should be aware that this is a confidential process.***

Resumes will be screened in relation to the criteria outlined in this brochure. Candidates with relevant qualifications will be given preliminary interviews by the consultants. Candidates deemed most qualified will be referred to the Director DPSS. It is anticipated that the Chief Deputy Director, Public Social Services will start with the County of Los Angeles in October 2021 or on a mutually agreeable date.

Los Angeles County is an Equal Opportunity Employer



dpss.lacounty.gov