



Los Angeles County EXECUTIVE CAREER OPPORTUNITY



Chief Deputy Director Public Social Services

Applications accepted from May 4, 2023 until position is filled.

Los Angeles
County

 **Human Resources**

The County of Los Angeles

The County of Los Angeles serves a demographically and geographically diverse population of more than 10 million residents and has been listed as one of **Forbes' Best Large Employers** in 2022. Employing nearly 100,000 employees who work in roles as broad as law, civil engineering, public safety, healthcare, and human services, the County operates with an annual budget of over \$44 billion for the fiscal year 2022-2023. The County is a **Fair Chance** employer, committed to diversity and inclusiveness in our workforce. We are a diverse economic and cultural hub, driving major elements of the national and world economies. It is the center for arts, media, and entertainment for the world – unlike anywhere else.

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 one of the largest public social services agencies in the United States. With a \$5.2 billion budget and over 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 4 million individuals.

By providing temporary financial assistance, food, shelter, housing, and employment services to low-income County residents, DPSS makes a difference for many in need. DPSS determines eligibility for free or low-cost healthcare 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 and community partners to link customers to a myriad of supportive services (e.g., mental health, substance use, domestic violence, etc.).



Challenges and Opportunities

Identifying and eliminating structural and systemic racism across social service policies, practices, and organizational culture within DPSS and across its many collaborative initiatives.

Connecting with underserved and marginalized communities in 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.

Identifying and addressing strategies to fund ongoing, innovative programs as the region's needs for social services continue to grow.

Increasing efficiency through DPSS Customer Service Centers (CSCs) or Renewal Lines designed to enable customers to apply for or renew benefits for all programs (CalFresh, CalWORKs, General Relief, Medi-Cal) without having to complete paperwork or come into a DPSS district office.

Leveraging cloud-based solutions to enable self-service options to expedite services through customer portals, online chats, and chatbots.

Enhancing DPSS' enterprise reporting and data analytics solutions by designing and building a departmental data warehouse containing data from existing key systems.

Supporting system transformation to maximize teamwork, community engagement, and public-private partnerships.

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



The Positions

The County of Los Angeles is recruiting nationally for highly experienced, innovative, progressive, and collaborative Chief Deputy Directors, Public Social Services (DPSS) for both the operations and administrative functions. For both roles, the ideal candidates will be progressive, highly experienced professionals who enjoy working in a fast-paced and complex environment.

The Chief Deputy Directors serve as primary administrative executives for DPSS. These roles exert a powerful impact on the lives of millions of individuals in need in the region. Candidates will have a comprehensive knowledge of organizational and strategic management principles, systems controls, financial planning, utilization of resources, eligibility work management, 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 achieved in collaboration with various groups, including elected officials, other government counterparts, community partners, and the public.

When you join the County of Los Angeles Department of Public Social Services, you will help strengthen the community. 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.**

The Ideal Candidates

The ideal candidates will be decisive leaders and strong operations, program, and budget managers. The next Chief Deputy Directors will be accomplished professionals, each with a highly collaborative management style, superior people skills, excellent presentation, public speaking, and overall communication abilities. The selected candidates will be expected to be a creative, strategic, innovative, team-oriented, and self-motivated leaders with a hands-on and proactive approach that will address the many challenges and opportunities currently impacting DPSS' reputation for providing programs and services.

Each 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 and utilize conflict to further the goals of the organization;
- 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; and
- A well-grounded individual, versed in constructive review, evaluation, and common sense with a talent for thinking and applying the contextual environment.

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.
- A leader with core values centered on outcomes, both measurable and meaningful.

Desirable qualifications include:

- Knowledge of and experience with public benefit programs at the federal, State, and local levels, including the ability to apply provisions that impact the Department;
- Direct experience with and/or 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 demonstrated cultural responsiveness.
- 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



Compensation

This unclassified position is subject to the provisions of the County's Management Appraisal and Performance Plan R18 with a salary range of \$205,443 to \$319,506

Benefits

The County provides an excellent benefits package that allows employees to choose benefits that meet their specific needs. The package includes:

- **Retirement Plan** – The successful candidate will participate in a defined benefit plan.
- **Cafeteria Benefit Plan** – Benefits may be purchased from the MegaFlex Cafeteria Benefit Plan using a tax-free County contribution of an additional 14.5% to 17% of the employee's monthly salary.
- **Flexible Spending Accounts** – In addition to tax-free medical and dependent care spending accounts, the County contributes \$75 per month to the Dependent Care Spending Account.
- **Savings Plan (401k)** – Optional tax-deferred income plan that may include a County matching contribution of up to 4% of employee's salary.
- **Deferred Compensation Plan (457)** – Optional tax-deferred income plan that may include a County matching contribution of up to 4% of employee's salary.
- **Holidays** – 13 paid days per year

To Apply

Please go to <https://bit.ly/3BaRvdH> to create a profile and submit your resume, letter of interest, degree verification, and three professional references.

For confidential inquiries, please contact:

Bill Dukes, Executive Recruiter
323.408.0708 | wdukes@hr.lacounty.gov

The County of Los Angeles is an Equal Opportunity Employer

