



Contra Costa County

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invites your interest for the position of

**WORKFORCE
SERVICES DIRECTOR**

The County of Contra Costa

Located in northern California, Contra Costa County covers approximately 733 square miles extending from the northeastern shore of San Francisco Bay east to San Joaquin County. With a population of just over 1 million residents, 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 and the Employment & Human Services Department

Contra Costa County was created in 1850 as one of the 27 counties formed at the time of California's statehood. The County Seat and County's Administrative Offices are in the City of Martinez. 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 Administrator is responsible for the day-to-day operations of the County, including overseeing implementation of Board directives; planning, monitoring, and overseeing County operations; supervising appointed Department Heads; and preparing the annual budget, among other tasks.

The County provides a full range of services through 27 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 more than 10,000 employees and a total FY2021/22 budget of over \$4 billion with a General Fund of \$1.85 billion.



The Employment & Human Services Department (EHSD) is committed to promoting the social and economic self-reliance of individuals and families through personal responsibility and self-sufficiency by partnering with the community to provide a variety of services and programs aimed at improving the lives of children, adults, families, and the elderly. 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.

EHSD is the second largest department in Contra Costa County with programs and services offered throughout the County by more than 2,000 staff members. Its Bureaus include Children & Family Services, Aging & Adult Services, Workforce Services, Community Services, the Workforce Development Board and Administrative Services.

The Position and Ideal Candidate

The Workforce Services Director (WSD) reports to the Director of EHSD and heads the largest bureau in the department. The WSD oversees a management team consisting of a Deputy Director and eight bureau managers leading a staff of approximately 780 employees located at four major district offices in Antioch, Hercules, Pleasant Hill, and Richmond, along with one satellite office in Brentwood. This bureau administers Medi-Cal, CalWORKs, and CalFresh programs along with related services for employment & training, childcare programs, transportation services, and various housing and homeless programs.



The new WSD will be expected to optimize resource allocation by incorporating technology solutions, solid project management approaches, and data analysis to ensure the proper allocation of staffing levels most effectively. This will require exceptional leadership strengths in partnering with and collaborating with peer managers within EHSD, in engagement and interactions with a skilled and talented staff, and in providing vision, focus, and active communications to ensure the organization is in alignment moving forward. There are several key priorities for this bureau including the implementation of CalSAWS scheduled to go live in February 2023, the recruitment and retention of the workforce, resumption of medical redeterminations, and preparation to resume administration of the “normal” CalFresh program and other mandated service levels, post Covid. There is also significant need to refine, better understand, and potentially

expand the current remote work model to ensure the agency maximize service delivery, accessibility, and responsiveness to constituents. Another area of focus relates to the advancement of Diversity, Equity, and Inclusion (DEI) directly into the service and delivery model for the bureau. This requires a solid grounding on root causes of poverty and role of service providers in administering and addressing constituent needs based on the experiences and outcomes of that population.

The Director is expected to be a proactive, creative, and innovative leader with both a strategic orientation and a focus on measurable results. There is a need to closely partner with labor to ensure priorities, deliverables and expectations have a mutual foundation, and to be a dedicated public servant in respecting and observing protocol. Data fluency is tremendously critical to this role as the new incumbent must take advantage of and expand usage of key metrics utilized for service delivery and enhancement of programs and services. The WSD is also expected to have extensive experience and excellent relationships in working with experts at the state and regional levels.

The ideal candidate for this role will have a solid track record in productively managing a large-scale operation and in effectively working with community partners and constituents. Strong administration, budgeting & fiscal skills, and an inclusive, collaborative, and relationship-based management style are essential attributes for this assignment. This position requires five or more years of professional experience in program management, financial management, and/or administrative oversight in a public social/human service or health service agency with at least three of those years in a supervisory or management capacity. A Bachelor's degree in related field is required and a Master's degree is highly desirable.

Compensation and Benefits

The salary range for this position is \$131,795 - \$168,207 annually, DOQ. The County offers a competitive benefits program that includes the following:

- ◆ Retirement - The County pays the employer contribution to CCCERA, a 1937 Act defined benefit retirement plan, which has reciprocity with other 1937 Act County retirement systems, CalPERS, and systems with CalPERS reciprocity. Employee contributions are based on a percentage of pensionable compensation. The County also participates in Social Security and Medicare.
- ◆ Health Insurance - A variety of subsidized medical, dental, and vision plans are offered.
- ◆ Long Term Disability - County paid program.
- ◆ Vacation Leave - Initial monthly accrual rate is 10 hours, up to maximum accumulation of 240 hours.
- ◆ Sick Leave - Monthly accrual is 8 hours.
- ◆ Annual Management Administrative Leave - 94 non-accruable leave hours are credited each January 1st (prorated for those hired after January 1st).
- ◆ Personal Holiday Credit - Accrual of 2 hours each month, up to 40 hours.
- ◆ Holidays - 10 paid holidays per year.
- ◆ Executive Professional Development Reimbursement - Eligible for reimbursement of \$925 each 2-year period for qualifying expenses, including the purchase of job-related technology devices or software. An additional \$750 per fiscal year is available through Career Development Training, which requires some cost sharing.
- ◆ Deferred Compensation Plan - County contributes \$85, plus an additional \$150 per month upon qualifying employee contributions to a 457 plan.
- ◆ Executive Life Insurance Program.
- ◆ Management Longevity Pay.



The Process

If you are interested in pursuing this desirable career opportunity, please visit the Avery Associates Career Portal on our website at www.averyassoc.net/current-searches/ to upload your letter of interest, resume, and contact information, including email addresses for five work-related references (who will not be contacted until after an interview takes place).

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The final filing date for this recruitment is July 15, 2022.



If you have any questions regarding this position, please feel free to contact Paul Kimura at 408.399.4424 or by email: paulk@averyassoc.net or Bill Lopez at 408.888.4099 or by email: williaml@averyassoc.net.