

**THE COUNTY OF LOS ANGELES  
IS ACCEPTING APPLICATIONS**



**CHIEF  
DEPUTY  
PUBLIC  
SOCIAL  
SERVICES**

**Open from  
February 23, 2021  
until filled.**



# THE COUNTY OF LOS ANGELES

As the largest employer in Southern California, the County of Los Angeles has over 110,000 employees in 37 departments and an operating budget of over \$38 billion. The County provides vital and wide-ranging public services to a diverse population of 10 million residents. In four of the past five years, the County has appeared on Forbes' America's Best Large Employers list.

With 88 cities and more than 120 unincorporated communities, the County is home to immigrants from all over the world, representing more than 220 languages. In fact, more than half of the County's residents speak a language other than English at home. The County is also home to the largest population of persons of American Indian descent in the nation

## MAKING A DIFFERENCE IN A RAPIDLY CHANGING WORLD

The Department of Public Social Services (DPSS) is complex and the largest public services agency in the United States. With a \$4 billion budget and 14,000 employees, we provide necessary assistance to Los Angeles County's underserved population. We provide over \$2 billion in direct and contracted services to over 3 million individuals.

By providing temporary financial assistance, food, shelter, and employment services to low-income County residents, we make the difference for many in need. We determine eligibility for free or low cost health care programs and services for families with children, pregnant women, and aged or disabled adults.

At DPSS, we continue to develop technological advances to serve our customers efficiently and effectively. We are recognized for our successes in providing services through state-of-the-art call center technology, mobile applications, and working closely with our business partners to link customers to a myriad of services (mental, substance abuse, domestic violence, etc.).

## THE OPPORTUNITY

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. You will have a comprehensive knowledge of social 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. Experience in facilitating large scale projects with successful outcomes from various groups, including elected officials, other government counterparts, and the community.

## CURRENT DPSS 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 with online renewals for all programs (CalFresh, CalWORKs, Medi-Cal) benefits, allowing customers to submit their application or annual renewal through the Your Benefits Now (YBN) website.
- Enhancing DPSS's customer call centers so that customers can apply via phone, utilizing telephone signatures.
- 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.

## QUALIFICATIONS

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.
- Ability to interact with diverse technical and non-technical groups, spanning all organizational levels.

## COMPENSATION & BENEFITS

The salary range is \$189,983 to \$287,555 (MAPP Range R18). This position is subject to the provisions of the County's Management Appraisal and Performance Plan (MAPP). The successful candidate may be appointed to any salary within range, depending on qualifications.

Total compensation includes an excellent program of benefits that allows employees to choose the benefits that meet their specific needs:

- **Retirement Plan** – The successful candidate will participate in a contributory defined benefit plan. The Los Angeles County Employee Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.
- **Cafeteria Benefit Plan** – The County provides a tax-free contribution of 14.5% to 17% of the employee's monthly salary from which to purchase health insurance and other benefits. Any portion of the County contribution not used to purchase benefits is given to the employee as taxable income. Benefits available within the Megaflex plan include medical, dental, disability, life and AD&D insurance. (Megaflex is not available to County employees who are currently in Flex.)
- **Flexible Spending Account** – Optional employee tax-free health care spending account. Employees may contribute up to \$200 per month tax-free to a Health Care Spending Account and up to \$400 per month tax-free to a Dependent Care Spending Account.
- **Savings Plan (401k)** – Optional tax-deferred income plan that may include a County matching contribution up to 4% of the employee's salary. Please note that the current County match is temporarily on hold.
- **Deferred Compensation Plan (457)** – Optional tax-deferred income plan that may include a County matching contribution up to 4% of the employee's salary. Please note that the current County match is temporarily on hold.
- **Non-Elective Days** – 10 paid days per year with the option to buy elective annual leave days. Annual leave can be used for vacation, sick, or personal leave.
- **Holidays** – 12 paid days per year.

## TO BE CONSIDERED

This position will remain open until filled. Please go to: <https://bit.ly/3bAjXs8> in order to submit your application, cover letter, resume, and three business references.

For confidential inquiries, please contact:

Bill Dukes  
Department of Human Resources  
Talent Acquisition Division  
(323) 428-0708  
wdukes@hr.lacounty.gov

Los Angeles County  
DEPARTMENT OF

**Human Resources**

