

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Deputy Director of Human Services

Definition

Serves as the deputy director of the Department of Human Services and provides primary policy-making authority and strategy for the department; through direct reports, manages diversified support programs in administrative areas subject to significant changes regarding primary goals and objectives; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of direct reports; effectively recommends personnel actions relating to selection, disciplinary procedures, performances, leaves of absence, grievances, work schedules, and assignments, and administers personnel policies and procedures.

Directs and coordinates diversified and dispersed human and social service activities and programs through direct report executives and supervisors engaged in human development, youth and family development, elderly services, rehabilitative services, childcare, child welfare, community services, and child and dependent adult protection services and programs.

Represents department director to other government agencies and public interest groups.

Collaborates with organizational unit and division heads on operational issues that influence agency management and organization and serves as a key resource to evaluate and recommend solutions to problems.

Develops new and revises existing policies and defines department and division goals and objectives for department-operated state institutions, service areas, and associated operating offices relating to child welfare and protection, economic assistance, child support recovery, field offices, targeted case management, and refugee services.

Guides staff members to establish appropriate priorities; periodically evaluates division performance on goals and objectives.

Reviews, modifies, or rejects changes in functions, structure, position design, staffing levels, and related actions proposed by direct report managers; establishes functional work activities and organizational relationships to meet specific goals and objectives.

Develops internal programs, plans, and procedures to ensure direct report managers follow through with provisions of various department-wide programs including equal employment opportunity, promotion plans, career development, performance appraisals, counseling, and related services to achieve equitable treatment of employees.

Develops and maintains effective working relationships with a broad spectrum of key officials outside immediate organization to gain executive, legislative, and related support for management decisions about program priorities and goals.

Resolves broad spectrum of general administration and program problems not covered by precedent or established policies.

Provides input on proposals of new or revised legislation, regulations, and related changes with direct impact on programs directed.

Plans, directs, and manages diverse department projects encompassing comprehensive information technology enhancements to support improved operational activities, efficiency, and enhanced customer service delivery.

Functions as change agent for department and develops effective implementation and communication plans to ensure smooth statewide transition to redesigned business processes.

Competencies Required

Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordinating people and resources.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- English Language – Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Economics and Accounting – Economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, and agency rules.

Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand you.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Coordination – Adjusting actions in relation to others' actions.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Speaking – Talking to others to convey information effectively.
- Time Management – Managing one's own time and the time of others.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a bachelor's degree in public administration, social work, psychology, human services, or business management and experience equal to eight years of full-time management/executive-level work in human services including child welfare, social work or services, healthcare, hospital or health system administration, or business.
- 2) A total of 12 years of education and/or full-time experience (as described in number one), where one year of full-time experience equals 30 semester hours of education (maximum substitution of four years).
- 3) A total of 12 years of education and/or full-time experience (as described in number one), where 18 semester hours of accredited college or university graduate-level course work in a management-oriented curriculum (e.g., public or business administration) equal one year of full-time experience (maximum substitution of two years).
- 4) A total of 12 years of education and/or full-time experience (as described in number one), where 24 semester hours of accredited college or university graduate-level course work in a special program curriculum (e.g., social work or data processing) equal one year of full-time experience (maximum substitution of two years).
- 5) Current, continuous experience in the state executive branch that includes experience equal to three years of full-time work as a Public Service Executive or comparable management-level position.

- 6) Current, continuous experience in the state executive branch that includes experience equal to five years of full-time work as a Public Service Manager 2 or comparable management-level position.

Notes

Positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the Department of Human Services.

Effective date: 08/17 KF