

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

## **Health and Human Services Deputy Administrator**

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### **Definition**

Serves as deputy administrator for a major division of the Iowa Department of Health and Human Services; performs supervisory management work providing direction and facilitation of the work of large teams responsible for direct service provision to individuals, including child protection and services, entitlement program eligibility determinations, Medicaid operations, and public health practice; 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 subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Directs, coordinates, and oversees operations and cost containment activities to ensure effective program administration and adherence to laws, rules, regulations, and vendor contracts, and policy.

Identifies and eliminates/minimizes redundancies.

Fosters working environments that are conducive to continuous improvement; conducts meeting that communication direction, performance criteria, and progress; identifies issues while seeking resolutions.

Analyzes and coordinates analysis of legislative proposals; reviews, interprets, and analyzes federal and state statutes, rules, and regulations; represents the agency at legislative meetings.

Serves as liaison with information technology regarding software/hardware acquisitions, information system planning, and integration of operations, training, and programming towards division-wide information management system.

Leads planning, implementation, and evaluation of programs and policies to establish an innovative and efficient culture, best practices, and effective program administration to meet agency objectives.

Assists in the development of strategy and policy; communicates/relays policy updates, results, operational direction, and other information to staff, other government agencies, provider and advocacy groups, and policymakers.

Provides quality decision-making through policies, best practices, supervision, and data-driven analytics.

Represents the agency on various boards, task forces, and committees.

Establishes budgets and works to ensure accomplishment of established agency goals and objectives within constraints of allotted resources and applicable fiscal policies.

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## Competencies Required

### Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of 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 – The 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, agency rules, and the democratic political process.

### 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.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.

### 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.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.
- 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.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.

### 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 seven 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 eleven 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 eleven 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 eleven 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 two 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 four years of full-time work as a Public Service Manager 2 or comparable management-level position.

*Effective date: 10/22 SA*