

SUPPLEMENTAL QUESTIONNAIRE

Thank you for your interest in the position of Assistant Agency Director, SSA. This supplemental questionnaire is designed to evaluate your experience and ability to communicate clearly and effectively in writing. **Your completed response to this supplemental questionnaire must be submitted with your application in order to be given full consideration for the next phase in the recruitment process.** Please keep your answers to no more than one page per question. However, you are encouraged to provide as much detail as possible in your answers. We are searching for specific examples of some of your past accomplishments and challenges and request that you formulate your answers to describe the specific situations, your role and actions taken and the impact your actions had on the organization or particular project outcome.

1. Please provide a specific example of how you have aligned your workforce to your organization's strategic plan in order to achieve program results. What did you do? What was your role? Who did you involve? What challenges did you face? How did you overcome the challenges? What was the outcome?
2. Describe your experience and management approach to maintaining effective working relationships, including the development and maintenance of collaborative work groups and working across different functional areas within an organization. Tell us about a specific time when you have leveraged your working relationships to accomplish a goal.
3. Tell us what you have done to recognize your staff when their actions supported the vision and values of the organization. Conversely, describe what you have done to manage the performance of an employee or group of employees that have resisted a departmental process change or performed in a way that did not support the organization's vision.
4. Please explain your experience with overcoming bureaucratic barriers to efficiently implement a major initiative or achieve a major objective. Explain the initiative or objective and explain what steps you took to overcome the barriers and achieve the goal
5. Tell us about an experience you had that increased your awareness of personal and cultural differences. How did this information affect your actions?

APPLICATION PROCESS

If you are interested in this opportunity to help Alameda County Social Services Agency achieve its vision and mission, please complete an **application and supplemental questionnaire on-line at [www.acgov.org/hrs](http://www.acgov.org/hrs)**. The final filing deadline is **April 1, 2024 at 5:00 p.m.** Applications will be screened according to the qualifications outlined in the Ideal Candidate section of this brochure. The most qualified candidates will be invited to participate in the selection process. Please contact Lone Bell at 510-272-6456 with questions regarding this position.

Tentative Selection Schedule:

- ⇒ **Application and Supplemental Questionnaire Final Receipt Date: April 1, 2024**
- ⇒ **Screening for Best Qualified completed the week of April 29, 2024**
- ⇒ **Interviews tentatively scheduled for the week of May 20, 2024**

COMPENSATION

The annual salary range for the Assistant Agency Director, SSA is from \$171,017—\$208,020. The County also offers an attractive management benefits program with the following elements: Retirement Plan covered by the 1937 Act; Management Benefits Cafeteria Plan; Health and Dental Insurance; Life/Accident Insurance, Paid Vacation & Sick Leave, Management Leave (7 days), Holidays (11 paid holidays; 4 floating holidays); Dependent Care Salary Contribution Plan and a Deferred Compensation Plan.

Alameda County is an Equal Opportunity Employer

THE COUNTY OF ALAMEDA  
SOCIAL SERVICES AGENCY

Invites you to apply for the position of

Assistant Agency Director, SSA



Our Core Values:

- Respect • Integrity • Customer Service • Initiative • Responsibility



## THE COMMUNITY:

The County of Alameda is the geographic center of the San Francisco Bay Area, located on the east side of the Bay across from the San Francisco Peninsula. Commonly referred to as the “East Bay,” the region has been the fastest growing in the San Francisco Bay Area for more than two decades. The East Bay is popular due to its desirable location, incredible diversity, ideal climate, broad economic base, welcoming communities, and business opportunities. The County itself is one of the most culturally diverse regions in the country.

Alameda County offers a variety of popular destinations including theatre, world-class symphony performances, dining, and many top-rated accommodations. The County is also home to many popular attractions including, The Oakland Museum, Chabot Space and Science Center, the Oakland Athletics, and Livermore and the Tri-Valley Wine Country. In addition, there are numerous parks, trails, and championship golf courses to enjoy. The University of California, Berkeley and California State University, East Bay are just two of the distinguished academic institutions serving Northern California. Urban transportation options are extremely accessible including the Oakland International Airport, the Bay Area Rapid Transit (BART) system, and the San Francisco Bay ferry system. For more information on this charming county, please visit the County of Alameda’s website at <https://www.acgov.org>.



## THE COUNTY

Established in 1853, Alameda County has a population of over 1.6 million residents making it the second largest county in the Bay Area and the seventh largest in the State. The County encompasses 14 cities including Alameda, Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Piedmont, Pleasanton, San Leandro, and Union City as well as 6 unincorporated communities and rural areas that span a total of 738 square miles.

Alameda County employs approximately 9,000 employees working in 21 different agencies and departments and has an annual budget of over \$3 billion. As a major urban County, Alameda delivers a full spectrum of services, including general government and internal services, health care, social services, public works, criminal justice, and other public safety services for its community.

The County celebrates the rich diversity of its workforce, which in large measure, is a reflection of the cultural and ethnic diversity of the community it serves. The County’s mission is to enrich the lives of its residents through visionary policies and accessible, responsive, and effective services. Its vision is to be recognized as one of the best counties in which to live, work, and do business.

## THE SOCIAL SERVICES AGENCY

The Alameda County Social Services Agency (SSA) is comprised of over 2,500 employees working collectively and in partnership with community-based organizations, neighborhood groups and policy makers to serve the needs of the community. SSA has a proposed FY23/24 budget of over \$967 million and is comprised of four operating departments: Agency Administration & Finance; Adult & Aging Services; Children & Family Services; and Workforce & Benefits Administration. For more information about SSA, visit <https://www.alamedacountysocialservices.org>.



Our Mission: To promote the economic social well being of individuals, families, neighborhoods and communities.

## THE POSITION:

Assistant Agency Directors plan, organize, and administer client programs and operations of the Benefit/Employment Services, Child/Family Services, Adult/Aging Services, or Administrative Services Departments in the social services Agency; determine and interpret departmental policies; direct the activities of assigned units and personnel; act for the Agency Director as Department Head of specific client programs; and do related work as required.

Assistant Agency Directors function at the second highest operational level of management in the Social Services Agency and report to the Director of the Social Services Agency. The incumbents are responsible for providing coordination of programs, personnel, internal management, and administration of the department to which assigned, and/or are responsible for the design of new programs in response to changes in the public domain.

## EDUCATION AND EXPERIENCE:

Possession of a bachelor’s degree in Public Administration, Business Administration, Social Welfare or a closely related field from an accredited college or university, and the equivalent of four years of full-time experience in the classification of Division Director or higher in the Alameda County classified services, or the equivalent of five years of full-time, increasingly responsible administrative experience, two years of which must have been as a Program Director in public welfare administration or a closely-related program, with direct responsibility for major program operations, budget or policy direction.

A Master’s degree from an accredited college or university in Public Administration, Business Administration, Social Welfare or a closely related field may be substituted for two years of the required work experience.

Nationwide candidates from comparable organizations are encouraged to apply.



## THE IDEAL CANDIDATE

- **Possesses sound understanding of Social Services programs and the needs of our clients and community as well as a track record of providing high-quality services management, efficiently leveraging state and federal resources**
- **Identifies and understands complex problems, applies logic, uses good judgement to design solutions, formulates and articulates action plans proactively and collaboratively, developing and implementing programmatic modifications based on legislative changes, sound decision maker**
- **Strong leader and collaborator, politically astute, develops effective teams at the senior manager and supervisor levels, manages work groups by inspiring, advising and delegating to subordinates, and facilitating the accomplishment of goals, tracking and evaluating performance to ensure success**
- **Adaptive to latest trends in technology to maximize performance, using data to inform and set priorities**
- **Innovative thinker who can explore situations from multiple perspectives, seeking understanding through establishing relationships with people of other backgrounds**
- **Conveys respect to enhance dignity of diverse customers, partners and employees, and continually examines own biases and behaviors to avoid stereotypical responses**
- **Champions diversity, advocates its value to others, recruits and develops people with varied backgrounds, uses diversity as an advantage, confronts and challenges exclusionary organizational practices**
- **Great communicator and listener, quick and clear thinker, calm under pressure**