

Social Service Department – Deputy Director Administration Division

BACKGROUND: This Deputy Director will work within the Administration Division within the Social Services Department and is responsible for leading and overseeing the division's functions. The Administration Division provides strategic, technical, and administration support to the department and its divisions. This support includes project planning and change management efforts, ensuring equitable practices and service delivery, community engagement, compliance, training, staffing administration, performance measurement, database management, revenue acquisition, and other critical administrative capacities. The Deputy Director of the Administration Division plays a key role in establishing and maintaining the culture and coordination across teams within the division, which includes, fostering partnerships with other divisions, taking an active role in the delivery of priority business activities. This deputy is also expected to lead with Ramsey County's mission and values at the forefront and demonstrate an understanding of the counties work to reduce disparities within communities with the most disparate outcomes.

ADMINISTRATION DIVISION RESPONSIBILITIES: The Administration Division is responsible for delivering a range of strategic, technical, and administrative support across the department. These include:

- Organizational development and strategic planning – supporting strategic alignment, process and practice improvement, well as organizational change management across the department divisions.
- Project and program management – managing key initiatives across divisions and coordinating ongoing programs (e.g., Community Advisory Council).
- Training – coordinating and delivering division-specific and department-wide training.
- Staffing – tracking staffing levels and supporting hiring, onboarding, and offboarding processes.
- Credentialing, monitoring, and licensing – support staff and facility monitoring and licensing.
- Compliance and reporting – maintain status of rules, statute, and policy impacting processes across the different divisions and performance measurement.
- Revenue acquisition – across grants, and state and federal programs.
- Database administration – providing technical support and management of key digital systems.
- Records management – managing records, files and filing systems.
- Other department-wide administrative needs as needed/requested.

NATURE OF DUTIES:

Operational Management. Delegate and execute work; develop and implement infrastructures and systems that support service delivery; manage and maintain regulatory and best practice standards; evaluate outcomes and use data to inform decision making.

- Lead the division in planning and operational leadership to key initiatives, advancement of strategic goals and management of critical incidents.
- Provide high level oversight of strategic projects that intersect with other divisions, departments, and service teams.
- Manage and develop agile teams within the division in response to department needs.
- Ensure compliance with statutes and laws required for service delivery.
- Facilitate department-wide collaborative partnerships.
- Monitor and evaluate operations and project activities of assigned service areas.
- Develop process for continuous quality improvement related to operations.
- Oversee complex and sensitive operational and program service delivery design or redesign planning projects, including research and analysis.
- Track and implement relevant legislative changes, determine projected impact of new or revised state and federal legislation and community factors to assure budget and program planning is consistent with the changing environment; develop and maintain division capacity to adapt to changes to support responsible and responsive service delivery.

Leadership

Lead by supporting the overall vision of the Social Services Department and the overall vision, mission, and goals of Ramsey County. This includes advancing racial equity by identifying barriers that create disparities and explore how we advocate for and make change.

- Meet with elected officials, state partners and advocacy groups to influence policy decisions and/or to explain the policies, procedures, and practices of the department when appropriate.
- Represent the County and Department before the news media, community agencies, and state officials to explain County policies, procedures, and services.
- Prepare reports and presentations for executive leadership summarizing projects, program progress and proposed program needs and gaps.
- Develop division wide strategy leadership development and leadership enhancement.
- Uplift staff and program successes.
- Oversee responses to resident questions, concerns, grievances, and inquiry ensuring inquiries are resolved in a timely and responsive manner.
- Ensure adherence to program policies, procedures, and standards.

General Administration

- Understand the division budget, read, and review reports related to the budget and propose adjustments.
- Track and approve operational expenses within budget guidelines.
- Grant management and compliance.

- Create, analyze, and present data and reports.
- Manage performance concerns.
- Lead programs with a focus on those who have the highest disparities in Ramsey County.
- Work collaboratively with labor unions.
- Monitor program goals and objectives.
- Collaborate with other deputy directors on projects.
- Collaborate across division leadership develop program and project goals and budgets.
- Analyze performance measures.
- Directly supervises division managers and direct reports.
- Lead meetings as appropriate.