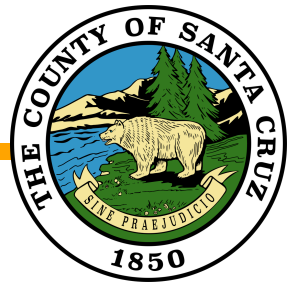


COUNTY OF SANTA CRUZ

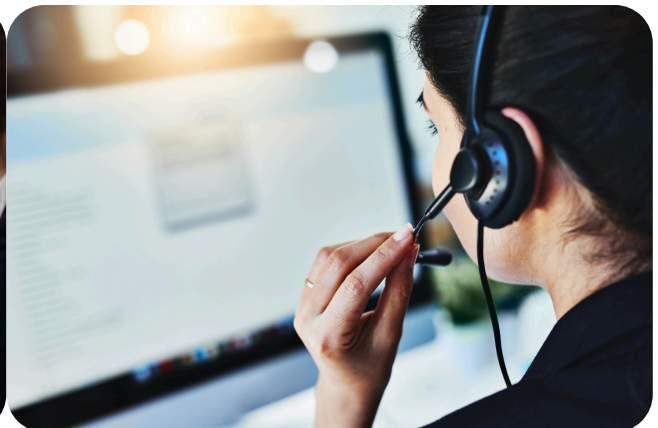


DIVISION DIRECTOR OF SOCIAL SERVICES PROGRAMS

Salary: \$153,899 – 206,336 Annually

Final Filing Date: Friday, October 30, 2026

To apply, go to: www.santacruzcountyjobs.com



County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion. Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

ABOUT THE JOB

The Human Services Department is seeking a dynamic, service-oriented professional to serve as Division Director – Social Services Programs within the Employment and Benefits Services Division. This senior management position reports to the Human Services Department Director or Assistant Director and provides strategic leadership and executive oversight for public assistance and workforce development programs, including Medi-Cal, CalFresh, CalWORKs, General Assistance, and Welfare to Work.

The Division Director is responsible for developing, administering, and evaluating division programs; ensuring effective service delivery and compliance with federal, state, and county requirements; and fostering strong partnerships with community organizations and internal stakeholders. The ideal candidate will demonstrate strong leadership, collaboration, and strategic decision-making skills in a progressive, customer-focused environment.

IDEAL CANDIDATE

The ideal candidate is a strategic, results-oriented human services leader with experience in public assistance programs, policy implementation, regulatory compliance, and operational management. They demonstrate strong leadership, sound judgment, and a commitment to equity, collaboration, and continuous improvement.

The successful candidate will bring the following qualifications and leadership competencies:

- **Human Services Expertise:** Knowledge of public assistance programs, case management systems, and service delivery.
- **Strategic Leadership:** Ability to lead teams, manage operations, and achieve measurable results.
- **Equity and Inclusion:** Commitment to equitable, culturally responsive, and accessible services.
- **Crisis and Change Management:** Ability to navigate uncertainty, address challenges, and maintain operational effectiveness.
- **Strategic Thinking:** Ability to align program priorities with organizational goals and community needs.
- **Collaboration and Stakeholder Engagement:** Skill in building relationships across staff, leadership, community partners, and multidisciplinary teams.
- **Data-Informed Decision-Making:** Ability to use data and performance measures to guide decisions and improve outcomes.
- **Judgment and Problem-Solving:** Ability to make timely, informed decisions in complex and sensitive situations.
- **Communication:** Ability to communicate priorities, expectations, and complex information clearly and consistently.
- **Accountability and Continuous Improvement:** Ability to establish feedback loops, engage staff, and strengthen organizational performance.

The ideal candidate combines strategic vision with operational excellence and people-centered leadership. They foster a culture of accountability, collaboration, and continuous improvement while advancing equitable service delivery and achieving meaningful, measurable outcomes for the community.

THE REQUIREMENTS

Any combination of education and experience which will provide the required knowledge and abilities is qualifying, unless otherwise specified. A typical way to obtain these would be:

THREE YEARS OF RESPONSIBLE ADMINISTRATIVE OR MANAGEMENT EXPERIENCE WHICH WOULD DEMONSTRATE APPLICATION OR POSSESSION OF THE REQUIRED KNOWLEDGE AND ABILITIES LISTED BELOW.

A MASTER'S DEGREE IN BUSINESS OR PUBLIC ADMINISTRATION, SOCIAL SERVICES OR SOCIAL WORK, OR CLOSELY RELATED FIELD, MAY BE SUBSTITUTED FOR ONE YEAR OF THE REQUIRED EXPERIENCE.

SPECIAL REQUIREMENTS: Possession of a valid California Class C Driver's License or the employee must be able to provide suitable transportation which is approved by the appointing authority.

KNOWLEDGE

Thorough knowledge of program planning, administration, coordination and evaluation; principles and practices of public administration; functions and services of the assigned division's programs; principles and practices of supervision, training and personnel management. Working knowledge of local government organization and operations and of the interrelationships between County, Federal and State government and community organizations concerned with the delivery of the division's services; community needs and public and private community resources providing services related to the division's programs; budgeting and fiscal control, especially pertaining to the division's programs; administrative problems and issues involved in the operation of a large division and agency; laws and regulations pertaining to the division's programs; current developments and trends in the assigned division's services; grant proposal writing and legislative processes related to developing funding sources. Some knowledge of the application of data processing to program operations and contracts negotiation and administration.

ABILITY TO

Ability to plan, organize, and direct, through subordinate managers and supervisors, the activities of a large staff engaged in the administration of the division programs; exercise initiative, ingenuity, and sound judgment to solve difficult administrative and personnel problems; analyze, interpret, and explain complex regulations, laws, court decisions and directives affecting division programs; evaluate programs; express division positions effectively in oral and written form; develop and coordinate functions among division, departments and agencies; establish and maintain effective working relationships with others; interpret and explain division operations and programs to other departments, agencies and community groups; speak effectively before groups; prepare and monitor contracts and budgets; provide professional consultation and program leadership; train and orient staff; and develop, negotiate and monitor funding sources.

THE EXAMINATION

Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

SUPPLEMENTAL QUESTIONNAIRE

1. Describe your leadership of a complex, collaborative project. How did you use data and technology, overcome challenges, and achieve measurable results?
2. Identify the three most critical issues facing public human services. Describe the strategies you would prioritize to address and position the division to respond effectively.
3. Describe your experience managing staff in a human services organization, including hiring, performance management, workload assignments, and staffing needs. How have you addressed workforce challenges and aligned staff development and accountability with organizational goals and service delivery needs?

HOW TO APPLY

Apply online at www.santacruzcountyjobs.com or mail/bring an application and supplemental questionnaire to: Santa Cruz County Human Resources Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Human Resources Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

Women, people of color, and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.



HIGHLIGHTED BENEFIT OFFERINGS

VACATION – 16 days 1st year, increasing to 31 days per year after 15 years of service. Available after 1 year of service.

ADMINISTRATIVE LEAVE – One week advanced upon appointment; two weeks accrued each year; can be taken in cash or time off.

HOLIDAYS – 14 paid holidays per year.

SICK LEAVE – Six days per year.

BEREAVEMENT LEAVE – 5 days – 3 paid & 2 unpaid in California, 5 days paid out-of-state.

MEDICAL PLAN – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN – County pays for employee and eligible dependent coverage.

VISION PLAN – The County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT AND SOCIAL SECURITY – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013 (PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

LIFE INSURANCE – County paid \$50,000 term policy. Employee may purchase additional life insurance.

LONG TERM DISABILITY PLAN – Plan pays 66 2/3% of the first \$13,500, up to \$9,000 per month maximum.

DEPENDENT-CARE PLAN – Employees who pay for qualifying child or dependent care expenses may elect this pre-tax program.

H-CARE PLAN – Employees who pay a County medical premium may elect this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA) – Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION – A deferred compensation plan is available to employees.

Note: Provisions of this bulletin do not constitute an expressed or implied contract.

