



Eligibility Services

DEPUTY DIRECTOR OF HUMAN SERVICES AGENCY ELIBILITY SERVICES BUREAU

APPROXIMATE SALARY: \$159,169-\$193,471 ANNUALLY

ABOUT THE POSITION

The Human Services Agency Eligibility Services Bureau is responsible for the oversight of public assistance benefits including CalWORKs, CalFresh, Medi-Cal, Refugee Cash Assistance, Foster Care, Kinship Guardian Assistance, and Adoption Assistance. The Eligibility Services Bureau includes an Intake Division, Covered California Regional Call Center, and five Continuing Divisions. Each Division contains select units and/or Eligibility Workers who also administer and maintain a variety of special programs and individuals experiencing special circumstances.

ABOUT THE DEPARTMENT

The Human Services Agency meets the needs of the community and empowers customers through accessible and responsive services. The department strives to protect vulnerable children and adults and to promote maximum independence and well-being for individuals and families in the community. The Agency places strong emphasis on coordination and outreach with cities, school districts, special districts, non-profits, and other agencies. The Agency determines eligibility for and delivers human services in accordance with state and federal regulations through five operating bureaus:

- Administrative Services
- Aging & Community Services
- Eligibility Services
- Children's Services
- Employment & Youth Services

"Our mission is to lead in the creation and delivery of services that improve the quality of life in our community. We focus on providing benefits and services to families in need."

FINAL FILING DATE:
August 27, 2026

All applications must be submitted by the final filing date.

CONTACT US >>

Human Resources

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Phone: (209) 468-3370

Have Recruitment Questions?
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RESPONSIBILITIES

- Plans, organizes and directs the activities, functions and budgets of a major bureau (division) or program within the San Joaquin County Human Services Agency; develops and recommends operational objectives; directs operations to maximize efficiency, improve service levels, reduce administrative and service provision costs, and ensure effective utilization of available resources; exercises good judgment and makes sound business decisions in managing activities; provides strategic leadership through communication, demonstration, and accomplishment of the organizations mission, vision, and values.
- Directs the activities of assigned staff through subordinate managers and supervisory staff; selects staff and evaluates performance; provides for staff development and training; monitors and directs employee relations activities; reviews and takes action on disciplinary matters as needed.
- Assists with the establishment of departmental policies and procedures in compliance with Agency and external requirements; analyzes and interprets existing and proposed federal, state, and local legislation, policies, procedures and other directives to determine impact on assigned operations; recommends and implements policies and procedures to ensure compliance with relevant legislative and regulatory guidelines; interprets policies and procedures to staff.
- Performs and/or directs the assessment of community needs pertaining to assigned bureau operations; develops program plans and service delivery methods to meet identified needs in an efficient and effective manner; develops and implements goals, objectives, and long-term plans for departmental services and programs within assigned areas of accountability; develops specific proposals to address operational and service delivery issues.
- Directs or assists with the preparation, presentation, and administration of departmental budgets; analyzes fiscal information and recommends cost efficiency options; coordinates with other managers regarding bureaus and/or departmental fiscal issues.
- Designs grant projects, writes grant proposals, and implements and monitors grant projects.
- Assists with the effective development and utilization of technology to improve departmental systems and processes.
- Analyzes and summarizes complex narrative information and statistical data; prepares or supervises the preparation of reports, records, correspondence and presentations for department and/or county management, as well as federal, state, or other external agencies and organizations; makes presentations to groups and individuals, including boards and commissions, on bureau and/or department issues.

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DESIRABLE QUALIFICATIONS

Education: Graduation from an accredited college or university with a master's degree in public or business administration, social work, or a closely-related field.

Experience: Five years of managerial experience in a public social service organization or program, including two years in a large-scale or highly specialized operation or program. Depending on assignment, specialized experience related to fiscal, income maintenance, children's social services, adult social services, aging services, or other specialized human services activities may be desirable.

REQUIRED QUALIFICATIONS:

License: Possession of a valid California driver's license.

APPLICATION AND SELECTION

The competitive process includes submittal of a completed San Joaquin County Employment application and Supplemental Questionnaire by the final filing date.

If warranted by the number of candidates, applications may be reviewed by a screening panel. If utilized, the screening panel will select those most qualified to be considered for participation in the selection process.

Offer of employment will be conditional upon successfully passing a pre-employment background, DOJ Live Scan and drug screen.

This position is exempt from the San Joaquin County Civil Service system. Appointments to exempt positions are at-will and are not governed by the Civil Service Rules.

PERKS & BENEFITS OF WORKING WITH SAN JOAQUIN — COUNTY —

COMPENSATION AND SALARY

Potential cashable compensation	Step 1	Step 5
Annual Base Salary	\$159,169	\$193,471
2% Deferred Comp	\$3,183	\$3,869
Vacation Cash-out (8 days)	\$4,897	\$5,953
Total	\$167,249	\$203,293

HIRING INCENTIVES*

We're excited to offer the following incentives and bonuses to eligible new hires*:

Moving Expenses: Reimbursement of qualifying moving expenses up to \$5,000

Vacation Accrual Rate: Your vacation accrual will reflect your total years of public service, so we'll make sure your experience counts!

Sick Leave: If you're transitioning from another job, you could receive credit for up to 160 hours of non-reimbursable sick leave from your previous employer, in line with our sick leave cash-out provisions.

**Recruitment incentives may be available. Incentives must first be approved by the San Joaquin County Administrator.*

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PAID VACATION

- 15 days of vacation leave (20 days after 10 years, and 23 days after 20 years.)
- 80 hours of administrative leave annually
- Potential annual vacation cash out

PAID HOLIDAYS

- 14 paid holidays per year

PAID SICK LEAVE

- 12 working days of sick leave annually with unlimited accumulation.
- Sick leave incentive: Earn 8 hours of administrative leave if you maintain at least half of your annual accrual limit.

RETIREMENT/FLEX SPENDING

- 1937 Retirement Act plan with reciprocity with CALPERS
- 125 Flex Spending Benefits Plan
- A 2% employer contribution to the County's 457 Deferred Compensation Plan

Learn more about our retirement plans by visiting the SJCERA website.

WELLNESS

San Joaquin County is dedicated to providing its employees with a great benefit package and is interested in their overall well-being. Through our SJC Engage wellness program, San Joaquin County employees and eligible dependents are offered support in the way of various workshops, courses, and programs in areas such as Physical and Mental Wellness, Professional Wellness, and Financial Wellness. Employees also enjoy special employee pricing through Perks at Work.

For additional information regarding the wellness program, please click to visit the SJC Engage website:

EQUAL OPPORTUNITY EMPLOYMENT

San Joaquin County is an Equal Employment Opportunity (EEO) Employer and is committed to providing equal employment to all without regard to age, ancestry, color, creed, marital status, medical condition, national origin, physical or mental disability, political affiliation or belief, pregnancy, race, religion, sex, or sexual orientation.