

CLASS SPECIFICATION



CLASS: Program Specialist
ALLOCATION: Health & Human Services
FLSA STATUS: Non-Exempt
UNION AFFILIATION: YCEA

ESTABLISHED: January 2001
REVISED: July 2022

JOB SUMMARY:

Under general supervision, plan and organize staff engaged in a broad program of health and human services or in a special program as assigned; function as a specialist in a program or service, coordinating, conducting and reviewing a variety of complex analytical and support activities, including policy and procedure development and implementation in the specific functional area; act as a liaison for assigned program areas with other governmental agencies and community organizations; and perform other duties as assigned.

This is a Health and Human Services supervisory/ journey level class in the analytical series.

CLASS CHARACTERISTICS:

This class is considered comparable to the class of Administrative Analyst I in the level of responsibility and complexity of assignment. This class is distinguished from Administrative Analyst – Human Services in that the latter performs programmatic and analytical responsibilities at a department level and supports business and financial functions. This class is further distinguished from Administrative Analyst II in that the latter performs complex professional level analytical work to support the operations of County departments.

EXAMPLES OF DUTIES:

Essential:

- Assist in gathering and analyzing information regarding specialized client based information systems and requirements and those of related departments or agencies and develop or modify automated processes to fulfill these needs.
- May plan, organize, assign, supervise and review the work of assigned subordinate staff; recommend selection of staff; train staff in work procedures; administer discipline as necessary.
- Assist in developing goals, objectives, procedures and work standards for the assigned program/division.
- Gather and analyze information and provides feedback regarding automated system requirements and local user experiences to external information support groups/consultants; troubleshoot standard user input/output errors using personal experience and recommendations from the automated systems staff; conduct automated systems security administration including managing user profiles and user access and controls.
- Design input and output forms and documents.
- Read, interpret, and evaluate incoming correspondence from federal, state and counties to determine what, if any, areas will be impacted.
- Provide training and work review to department staff.
- Organize and assign work, set priorities and follow-up to ensure coordination and completion of assigned work.
- Arrange and facilitate meetings with managers (within Health and Human Services, other Departments, other governmental agencies or community organizations) whose staff or programs appear to be impacted; prepare meeting agendas and presentation materials.
- Assign areas of responsibility for decisions, data and reports.
- Establish deadlines for development and implementation of project modifications.
- Act as a liaison with other county, state and local agencies in exchanging information and explaining assigned program services and regulations; coordinate program changes with other affected agencies.
- Participate in a wide variety of program user support groups to test system modifications and develop training processes.
- Recommend program improvements based on program requirements for various Health and Human Services programs.
- Interpret, apply and communicate changes in legislation, regulations, County policies and procedures.

- Develop operating procedures, forms and policies related to the program assigned from information received from management and other supervisors.
- Prepare and provide draft copies of new or revised procedures for management and staff input.
- Prepare the final versions of operating procedures and issue to staff for training and implementation.
- Evaluate user needs including training and technical guidance.
- Relay information from State and automated systems staff of impending changes and known problems.
- Ensure that accurate records and files are maintained.
- Represent County at meetings with State and automated systems staff.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Conduct meetings, take notes and keep meetings focused; schedule follow-up meetings, as necessary.
- May direct the work of staff on a project or daily basis as appropriate.
- Use standard office equipment, including computers, in the course of daily work.
- Drive a motor vehicle to attend meetings.

EMPLOYMENT STANDARDS:

Knowledge of:

- Techniques, principles and work of the assigned program area (e.g. child welfare services, adult protective services, public health, CalWORKs, Welfare to Work, general assistance, Medi-Cal, Senior Nutrition Access Card (SNAC), Medicare Savings Programs (MSPs), County Medical Services Program (CMSP), CalFresh, Foster Care, First Five).
- Laws, codes and regulations that govern the operations of assigned program area.
- Principles and practices of data collection, analysis, program planning, evaluation, needs assessment and research methodology.
- Development of program goals, objectives, procedures and work standards from complex rules and regulations.
- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee development and discipline.
- Computer applications related to health and human services work, including operating processes of the current state automated systems; software, network and specialized applications of various health or social service programs).
- Project and program management. Principles and practices of records management.
- Community resources and service agencies, including private and other public agencies.
- Principles and practices of public economic assistance and service programs.
- Effective public relations and internal working relationship strategies and techniques.
- Principles, practices, techniques of and available resources for training and behavior modification education for individuals and groups.
- The structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Current office equipment, practices and procedures, including filing and record keeping.

Skill in:

- Planning, organizing, directing, coordinating and reviewing the work of staff.
- Training others in work procedures.
- Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Interpreting complex rules, regulations, legislation, policies and procedures.
- Identifying programmatic and operational problems, investigating and evaluating alternatives and implementing effective solutions.
- Developing and implementing policies and procedures.
- Analyzing situations and exercising judgment in taking effective action.
- Preparing clear and concise program documentation, user procedures and other written materials.
- Effective written and oral communication.

- Using initiative and independent judgment within established procedural guidelines.
- Troubleshooting software problems.

Ability to:

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Communicate information and ideas in speaking and writing so others will understand.
- Combine pieces of information to form general rules or conclusions, including finding a relationship among seemingly unrelated events.
- Apply general rules to specific problems to produce answers that make sense.
- Use computerized equipment and applications to accomplish work.
- Accept criticism and deal calmly and effectively with high stress situations.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Drive a motor vehicle to visit work sites and attend meetings.
- Maintain attention to details for extended periods of time in a noisy office environment.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Equivalent to two years of college (60 semester units) with major coursework in a field related to human services, public administration or business administration and two (2) years of experience administering, implementing or performing administrative, budgetary, policy, or legislative analysis in one or more County health and/or social services program(s)

Candidates with strong experience who lack the education are encouraged to apply.

PREFERRED: In addition to the minimum, additional years of experience as defined above.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Health & Human Services Approval:
Date:

Signature: _____

Human Resources Approval:
Date:

Signature: _____

EEOC: E
WC: 8810

Established: January 2001

Revised: May 2005;
September 2012;
April 2016;
August 2017;
February 2020;
July 2022