

## **HEALTH AND HUMAN SERVICE AGENCY PROGRAM MANAGER**

### **DEFINITION**

Under general direction, plans, organizes, directs and controls the activities and staff for a variety of County Health and Human Services Agency programs. This classification works under the direction of the Deputy Director or Director, and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

The Program Manager describes a position having managerial and supervisory responsibility for a County program(s) which provides direct service to the public or other public agencies. Program Managers typically report to a Department Head and are held accountable for the success of the program(s); and acts on behalf of the Department Head. This class is distinguished from the Health and Human Services Senior Program Coordinator in that the Coordinator level does not assume overall authority over activities and operations of singular or multiple programs.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Deputy Director or Director; exercises direct and in-direct supervision over professional, technical and clerical staff.

### **EXAMPLES OF DUTIES**--Duties may include, but are not limited to, the following:

Manage the daily work activities of programs such as, but not limited to, Child Welfare Services and/or Adult Services, Employment Services, Eligibility Services, Community Action Services, Health Services programs, etc., directly or through subordinate supervisors, by establishing performance levels, communicating goals and performance expectations, and monitoring and reviewing work to ensure conformance to established policies and procedures, and standards for quality and timeliness.

Assess service delivery to communicate findings to upper management, implement changes to improve efficiency and service quality, maximize effectiveness of program operations, and ensure alignment with the agency's mission.

Recommend and assist in the implementation of goals and objectives for department programs; establish schedules methods for services; implement department policies and procedures.

Evaluate operations and activities of department and/or program and recommend improvements and modifications.

Oversee personnel actions to determine compliance with policies and procedures, and provide guidance to subordinate supervisors regarding personnel matters.

Ensure that programs or work units are staffed with qualified individuals by resolving performance problems, documenting performance according to policy, training and developing staff, and assisting in the selection, hiring, and promotion of staff.

Program Manager –

Coordinate department activities with other departments, divisions, sections and outside agencies and organizations.

Conduct informal counseling on work issues, prepare documentation and improvement plans for deficiencies, and recommend disciplinary action.

Serve as an internal technical expert regarding program matters by providing consultation and guidance to staff regarding problems with complex social service cases and delivery of services, and taking corrective actions to improve the quality and efficiency of social services.

Work collaboratively with personnel of other agencies, community groups, contractors, and other public and private organizations to determine needs for social services, and coordinate shared services or collaborative projects, or the provision of services by contracted agencies.

Interpret laws and regulations, including new laws and proposed legislation, to determine relevancy to department operations and services, and assess program compliance with laws and regulations.

Prepare grant, budget, and other material such as Requests for Proposals, Requests for Qualifications, and other information, as needed by the program, Board meetings, Board task forces, community organizations, interagency committee and other meetings and conferences.

May respond to emergency situations and use the media to communicate important program information.

Perform general administrative work as necessary, including preparing reports and correspondence, copying and filing documents, entering computer data and preparing spreadsheets and custom reports.

Perform related duties as assigned.

#### QUALIFICATIONS:

##### Knowledge of:

Program development, administration, and service delivery related to HHS programs

Principles and practices of state and federal regulations, statutes, rules, ordinances, code and regulations pertinent to HHS programs

Principles and practices of organization, administration and personnel management

Federal, state, and local laws, rules, and regulations governing the operation of public social services agencies, including the California Welfare and Institutions Code and the California Department of Social Services Division Regulations

Program development and evaluation

Techniques of organizing and motivating individuals and groups

Special subject-matter knowledge—including technical knowledge, applicable laws, codes and regulations pertaining to a program which usually provides direct service to a County operation or to the public or other agencies

Principles and practices of supervision, training, and performance evaluation

Principles, practices and current developments in the delivery and application of County services

Implementation and maintenance of quality assurance programs

Principles and practices of budget preparation and administration

Public and grant funding and budget preparation

Business letter writing and report preparation; English language usage punctuation, spelling and grammar

Modern office procedures, practices and technology, including the use of computer for data and word processing

Community needs and resources and their effectiveness in providing specific program services

Ability to:

Monitor the activities in multiple programs or functions run by different subordinate managers or supervisors to ensure all activities are consistent with established policies and procedures, and the mission of the department

Apply knowledge of laws, regulations, and policies to decision making and problem solving to identify solutions and courses of action that are most appropriate or compliant

Develop solutions to complex problems and issues relating to programs, procedures, and policies

Be flexible in adapting to changes in priorities or resources that impact pre-established timelines and courses of action

Analyze and evaluate the impact and effectiveness of programs, procedures, and policies

Integrate the activities of a program to attain program goals

Establish and maintain program objectives, priorities and policies

Select, supervise, train and evaluate staff; plan and assign workloads clearly and effectively

Interpret law as it applies to programs, rules and regulations

Prepare statistical and narrative reports with accuracy and in a timely manner

Assist in the preparation and administration of a program budget

Work effectively with those contacted in the course of work, including County Board of Supervisors

Speak effectively in public and communicate clearly in writing

Enlist the cooperation of and work effectively with community organizations, government agencies and others

Use a personal computer to input data, access information, and create materials and documents using a variety of software applications

**EXPERIENCE AND EDUCATION GUIDELINES:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience and Education:**

Bachelor's degree from an accredited college or university in public health, health services administration, business or public administration, social sciences, psychology, counseling, social work or a related field, AND four (4) years of advanced journey level professional experience in a public or non-profit environment; including one (1) year in a supervisory or administrative capacity.

OR

Master's degree from an accredited college or university in public health, health services administration, business or public administration, social sciences, psychology, counseling, social work or related field, AND two (2) years of advanced journey level professional experience in a public or non-profit environment; including one (1) year in a supervisory capacity or administrative capacity.

**LICENSE OR CERTIFICATE:**

Possession of, or ability to obtain an appropriate valid California driver's license.

Some positions will also require program-specific licensure or certification. Refer to job announcement for specific information.

***Specific to Social Services Eligibility Division:***

Two (2) years of experience performing duties comparable to a Social Worker Supervisor I or II, Eligibility Supervisor, Employment and Training Worker Supervisor, or supervisory experience in administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency.

OR

Bachelor's degree from an accredited college or university in public health, health services administration, business or public administration, social sciences, psychology, counseling, social work or a related field, AND four (4) years of advanced journey level professional experience in a public or non-profit environment; including one (1) year in a supervisory or administrative capacity.

OR

Master's degree from an accredited college or university in public health, health services administration, business or public administration, social sciences, psychology, counseling, social work or related field, AND two (2) years of advanced journey level professional experience in a public or non-profit environment; including one (1) year in a supervisory capacity or administrative capacity.

***Specific to Mental Health Division:***

Master's degree from an accredited college or university in psychology, behavioral science, counseling, social work or related field, AND two (2) years of advanced journey level professional experience in a public or non-profit environment; including one (1) year in a supervisory capacity or administrative capacity.

Valid and current Licensed Clinical Social Worker(LCSW), Marriage, Family and Child Therapist license(LMFT), Marriage and Family Therapist Intern(MFTI) or Approved Social Worker License(ACSW) required.

**WORKING CONDITIONS**

Mobility - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs. or less; occasionally 5 to 30 lbs.

Visual - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

Dexterity - Frequent holding, reaching, grasping, repetitive motion, and writing.

Hearing/Talking - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

Emotional/Physiological Factors - Frequent decision making, concentration, and working alone; occasional public contact.

Special Requirements - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

Environmental Conditions - Occasional exposure to noise, dust, and poor ventilation; occasional exposure to varied weather conditions.

Classification Code:	3478990
Bargaining Unit:	10
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	See Job Table

