

## **HHSA PROGRAM MANAGER - ADMINISTRATION**

### **DEFINITION**

To coordinate, direct and supervise operations and personnel within assigned division of the Health and Human Services Department; to develop and implement effective health and human services programming; to perform a wide variety of complex professional duties in the provision of health and human services to both individuals and groups.

### **DISTINGUISHING CHARACTERISTICS**

The HHSA Program Manager - Administration is responsible for coordinating, directing and supervising lead and/or professional-level employees as well as clerical and technical support employees. Employees at this level are responsible for management of an assigned functional area within the Health and Human Services Department. Work is accomplished within a broad framework of policies and procedures and within regulations that govern services provided. Management of a specific functional area may require specialized licensing or certification.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the applicable HHSA Deputy Director; exercises direct supervision over professional, technical and clerical staff.

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

Recommends and assists in the implementation of goals and objectives for department programs; establishes schedules and methods for services; implements department policies and procedures.

Evaluates operations and activities in assigned area of responsibility; recommends improvements and modifications.

Plans, prioritizes, assigns, supervises and reviews the work of assigned staff; participates in the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures as required.

Coordinates division activities with those of other departments, divisions, sections and outside agencies and organizations.

Directs, oversees and participates in the development of the department's work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.

Coordinates and provides professional client services in assigned area of responsibility.

Provides training for community organizations, support groups, and other program personnel on health services issues.

Receives and responds to inquiries, requests for assistance and complaints from clients, providers and the general public; investigates complaints and recommends corrective action as necessary to resolve complaints.

Participates in the preparation and administration of grants.

Participates in a variety of staff, departments and agency meetings; presents reports as required.

Prepares and submits a variety of records and reports as required.

Performs general administrative work as necessary, including preparing reports and correspondence, reviewing correspondence, copying and filing documents, entering computer data and preparing spreadsheets, etc.

Performs related duties as assigned.

#### QUALIFICATIONS:

##### Knowledge of:

Pertinent federal, state and local laws, codes and regulations.

Basic principles and practices of organization, administration and personnel management.

Principles and practices of supervision, training and performance evaluation.

Principles and practices of public health services delivery in assigned area of responsibility.

Basic principles of psychology, psychiatry, sociology and/or nursing.

Causes, effects and methods of treatment for mental/physical health illnesses, if applicable.

Interviewing and counseling practices and techniques, if applicable.

Individual, family and group psychological, sociological and environmental problems encountered in conducting public health services programs.

Recent developments, current literature and sources of information regarding health services.

Community social service agencies and organizations.

Principles and practices of health education.

Principles and practices of record-keeping and reporting.

English usage, spelling, grammar and punctuation; basic mathematics.

Modern office practices and technology.

Ability to:

Understand, interpret and apply pertinent laws, codes and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Effectively organize and administer assigned health program activities.

Interview and counsel clients; determine needed services and take effective courses of action.

Provide basic health services in area of assigned responsibility.

Select, supervise, train and evaluate staff.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Gain cooperation through discussion and persuasion.

Communicate clearly and concisely, both orally and in writing.

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

EXPERIENCE AND TRAINING 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:

Four years of professional experience in assigned field, including one year in a supervisory capacity or administrative capacity.

Training:

Bachelor's degree from an accredited college or university in appropriate field. Master's degree desirable.

LICENSE OR CERTIFICATE:

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

Management of a specific functional area may require specialized licensing or certification.

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Bargaining Unit:	10
FLSA Status:	N
Workers' Compensation Code:	9410
Pay Table:	CNTY
Range:	423