

## **PRINCIPAL PROGRAM SPECIALIST**

### DEFINITION

To perform crisis intervention and/or case management of an advanced nature in the most difficult community and social service areas and to assist in the development and implementation of policies and procedures for community action service programs.

### DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class within the Program Specialist series. Employees within this class possess a significant level of specialized, technical or functional expertise beyond that expected at the journey level. Positions at this level require highly specialized knowledge, abilities, skills and experience, and often exercise independent judgment in the performance of their duties.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Community Services Coordinator; provides leadership and coordination of activities of lower-level staff as assigned.

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

Assists in community service program development and implementation; collaborates with other supervisors, management and staff in setting goals, establishing guidelines, developing protocols and coordinating programs and staff duties.

Plans and implements special projects, community education, fund-raising events and public awareness campaigns.

Assists in coordinating community action activities with other county departments, divisions and outside agencies. Monitors and trains delegate agencies.

Organizes and leads program meetings.

Trains and serves as lead worker to subordinate staff; supervises volunteers and interns.

Interviews and evaluates patients for specific program services, including service needs assessment, crisis intervention and emergency financial assistance.

Conducts client orientation; explains regulations, rules and policies to clients and apprises them of their rights and responsibilities for program participation.

Develops client service plans and provides complex case management services.

Provides crisis intervention.

Receives and provides inter-agency and outer-agency referrals.

Accompanies clients during legal proceedings; prepares court reports; prepares temporary restraining orders.

Monitors case management and work site arrangements; performs case reviews.

Serves as a hearing representative for disputed cases.

Teaches life skills to individuals and groups on a variety of topics, including budgeting, stress management, time organization, etc. Assists clients with daily living problems and arrangements as necessary.

Prepares work/caseload statistics and reports in an accurate and timely manner; completes and/or processes various forms and reports required for specific program areas.

Develops and/or maintains computer databases as necessary to track programs; assists with the development and implementation of the Internet website.

Monitors program expenditures; calculates client escrow accounts; maintains accurate financial records.

Receives and responds to inquiries regarding program services from clients, other agencies and the general public.

Establishes and maintains cooperative working relationships with other departments, agencies and professionals as appropriate.

Represents the unit at meetings, conferences, workshops, etc., as appropriate.

Performs general administrative/office work as required, including but not limited to copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, attending meetings, ordering supplies, maintaining office cleanliness, etc.

Performs related duties as assigned.

#### QUALIFICATIONS:

##### Knowledge of:

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

Interpersonal, problem solving and organizational skills.

Principles and techniques of leadership, supervision, training and staff development.

Goals and purpose of community/social service programs.

Effective communication with individuals from diverse socio-economic and cultural backgrounds.

Techniques for crisis intervention and counseling.

Physical and emotional stages of human development.

Methods of case recording and report preparation.

Community social service agencies, other organizations and functions.

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

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

Ability to:

Interpret and apply federal, state and local policies, procedures, laws and regulations.

Interview effectively to solicit thorough, pertinent and accurate information.

Accurately gather, record and evaluate data necessary for the implementation of appropriate services.

Identify problems and make necessary to local and regional providers of social, medical and/or other specialized services.

Identify and evaluate social service needs and complete complex case management plans.

Demonstrate sensitivity, compassion, courtesy and patience with clients.

Communicate and deal effectively with individuals and groups in stressful situations.

Cope effectively with people in crisis.

Use interpersonal, problem-solving and organizational skills.

Set priorities and work effectively under conditions of limited supervision and rapidly changing situations.

Maintain confidentiality as appropriate.

Prepare and maintain reports, records and logs.

Lead and direct other staff and outside service providers.

Conduct individual and group training.

Speak confidently and professionally before various groups.

Communicate clearly and concisely, both orally and in writing.

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

### 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:

Two years of experience performing duties comparable to Senior Program Specialist.

#### Training:

Associate's degree from an accredited college or university in social/behavioral science.

Classification Code:	4031433
Bargaining Unit:	40
FLSA Status:	Y
Workers' Compensation Code:	9410
Pay Table:	CNTY
Range:	Refer to current "Class Range Sort List"