

HSA PROGRAM MANAGER IIDEFINITION

Under limited direction, the Program Manager II is responsible for units and/or programs in a local department or agency. Positions are in departments where the organizational structure requires two (2) or more subordinate levels of supervision.

The Program Manager II class is used to provide management and supervision of various units and/or programs. Some positions may have additional responsibility for administrative services units.

DISTINGUISHING CHARACTERISTICS

A Program Manager II differs from the Program Manager I in that the former typically has responsibility for the total units and/or programs in a department where the organizational structure requires two (2) or more subordinate levels of supervision. A Program Manager I serves in a second level managerial capacity to plan, organize, or direct units and/or programs.

Supervision Exercised and Received: Incumbents in this classification receive supervision from higher level management. Program Manager II positions provide direction to subordinate managers, supervisors and other assigned staff.

The Program Manager II classification differs from the next higher level Deputy Director classification in that the latter typically has responsibility for multiple administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing; functions in a department or for a single program where two or more subordinate levels of supervision exist.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in the Program Manager II classification receive supervision from a Deputy Director, Director or designee. A Program Manager II provides direct supervision in the assigned program areas, and to other staff as assigned.

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

Duties may include, but are not limited to, the following: Assists with the general management and administration of one (1) of several complex units and/or total programs; selects, trains, evaluates and disciplines subordinate staff; develops policies and procedures for the administration of departmental units and/or programs; interprets Federal and State laws affecting the total assigned units and/or programs; prepares, or has major role in the preparation of, the total program budget for assigned units

and/or programs; directs and coordinates the work of multiple units and/or program area; performs analysis and prepares detailed written reports of findings pertaining to the quality and efficiency of services provided by the program; represents the department at community organizations, public gatherings and meetings; enters and retrieves information from an automated computer system; performs other duties as assigned.

Provides innovative and enthusiastic leadership to strategically plan, implement, and coordinate administrative and/or program support services within the Agency. Think creatively, develop new approaches as needed, focus on results and health and human services outcomes, and exercise initiative, ingenuity, and sound judgment in preventing, identifying, and solving difficult problems. Plans, assigns, directs, supervises, and coordinates the work of a variety of administrative, technical, and/or program support staff. Provides guidance to subordinates on Agency philosophy, goals, objectives, policies, and procedures; evaluates performance of personnel and recommends appropriate course of action; interviews, selects, and recommends the hiring of new staff members; and develops and tracks staff development and training. Works under broad supervision, prioritizes work assignments, works well under pressure, delegates effectively, and works cooperatively to optimize integration and access to Mental Health, Public Health, Social Services and other programs. Designs strategies or coordinates the effective communication of health and human services information to the community and/or potential recipients and effectively represents the Agency before other County departments, community groups, governmental agencies, and the public; promotes efforts to enhance cultural competency and reduce health inequities; and resolves conflicts with staff and customers. Evaluates overall activities and prepares or oversees budgets, staff reports to the Board of Supervisors, contracts and memos of understanding in accordance with local, state, and federal requirements. Coordinates the maintenance of software, hardware, and other technological equipment and may be assigned to oversee implementation of automation projects within the Agency; prepares and monitors strategic and operational procedures in accordance with local, state, and federal requirements.

QUALIFICATIONS:

Knowledge of: Health and Human Services Agency vision, philosophy, and mission; functions and services of department and other community agencies and resources specific to duty assignment; Leadership, management, supervision, and training; Current issues related to health and human services nationally, state-wide, and locally; and Program management including development, oversight, proposal and grant writing, contracts, budget preparation, fiscal and contract monitoring, program supervision and evaluation, and principles of staff training, coaching, mentoring, and staff development.

Ability to: Demonstrate leadership including planning, organization, thinking strategically and setting goals and objectives; Plan, implement, and evaluate health and human services programs and intervention strategies in areas specific to the duty assignment, and make program changes in response to program evaluation to most effectively improve community behavioral and public health and social service priorities; Think creatively, e.g., develop new approaches as needed, focus on results, exercise initiative, demonstrate ingenuity, think strategically, and show sound judgment in identifying and pursuing sources of program funding; Work independently under limited supervision, prioritize work assignments, show excellent organizational skills, and work well under pressure of deadlines; Ensure compliance with policies and regulations; Prepare and enforce department procedures relating to personnel, budgeting, financial, health care, and social service compliance, and training; Utilize strong verbal and written communication skills. Speak effectively to groups and organizations. Prepare clear,

concise recommendations, reports, and plans. Work collaboratively and effectively with local and state agencies, community groups, medical and social service communities, public news media, Agency staff, including addressing problems of a sensitive and/or political nature; Train, motivate and effectively direct and evaluate the work of supervised staff; Obtain grant funding and maximize resources to support the work of the Agency; and Actively support and promote the mission of the Agency. Collaborate with the directors of the other Agency branches, supervise staff who may be assigned within other branches, and ensure good customer service; Maintain a steady sense of humor and enthusiasm.

Note: These standards are typically attained with Either one (1) year of experience performing duties comparable to a Program Manager I; OR three (3) years of experience performing duties comparable to a supervisor of the assigned units and/or programs; OR a bachelor's degree in a related field and at least two years of experience comparable to a supervisor of the assigned units and/or programs.

If this position is being recruited within a department with specific job duty requirements, those specific requirements will be clearly stated within the job bulletin. The maximum requirement may not exceed a master's degree and/or 3 years of experience performing comparable duties.

LICENSE OR CERTIFICATE:

Based upon the job assignment an employee may be required to have one or more of the following:

Assignment within Behavioral Health also requires possession of an appropriate, valid California license as a Licensed Clinical Social Worker, Licensed Marriage, Family Therapist, or other acceptable license pursuant to the Welfare and Institutions Code, section 5751.2.

DRIVER LICENSE REQUIREMENT:

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's License for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility of employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures