

SENIOR PROGRAM SPECIALIST

DEFINITION

To determine clients' needs for basic program services and to provide case management and/or crisis intervention in one or more of various program areas, including weatherization, housing, youth delinquency prevention, victim witness, family self-sufficiency and preservation, consumer training and education, and emergency assistance.

DISTINGUISHING CHARACTERISTICS

This is the full journey level class within the Program Specialist series. Employees within this class are distinguished from the Program Specialist by the performance of the full range of duties as assigned, including the more complex cases. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher-level supervisory or management staff; may provide leadership and coordination of activities of lower-level staff as assigned.

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

Analyzes clients' financial and eligibility information to determine initial or continuing eligibility for programs.

Secures case documentation, medical records and/or other information from other agencies as required.

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

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

Develops client service plans and provides case management services; serves as an advocate for clients as appropriate.

Monitors clients' progress and ensures compliance with program requirements.

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.

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

Develops and conducts various client classes and workshops.

Plans and implements special community awareness and education programs and projects as assigned.

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.

Coordinates clients' transportation arrangements as necessary.

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.

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.

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.

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.

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.

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

Make referrals to local and regional providers of social, medical and/or other specialized services.

Use interpersonal, problem-solving and organizational skills.

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

Maintain confidentiality as appropriate.

Prepare and maintain reports, records and logs.

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:

One year of experience performing duties comparable to those of the Program Specialist, or two years of experience providing social services, public assistance, counseling or case management.

Training:

High school diploma or GED equivalent supplemented by the completion of additional college-level course work in social/behavioral science.

Classification Code:	4432565
Bargaining Unit:	40
FLSA Status:	Y
Workers' Compensation Code:	9410
Pay Table:	CNTY
Range:	Refer to current "Class Range Sort List"