

CLASSIFICATION SPECIFICATION



CLASSIFICATION: Health & Human Services Assistant Program Manager
ALLOCATION: Health & Human Services Department
FLSA STATUS: Exempt
UNION AFFILIATION: Non-Represented

ESTABLISHED: July 2017

JOB SUMMARY:

Under general direction, direct, manage, supervise and coordinate the daily operations of one or more social services program or functional area within the Health and Human Services Department; coordinates and manages the work of supervisors and staff in setting and achieving program goals and objectives; coordinate assigned activities with other divisions, departments, outside agencies and the general public.

This is the first management level in the human services series.

CLASS CHARACTERISTICS:

This position reports directly to a Health & Human Services Program Manager. Incumbents in this class are responsible for the programmatic functions of one or more major programs or functional areas within the Health and Human Services Agency, and specific duties of individual positions will vary considerably depending on the assignment. This class is distinguished from a Health & Human Services Program Manager in that the latter provides overall oversight and policy direction for a major division of the Health and Human Services Department.

EXAMPLES OF DUTIES:

Essential:

- Plan, organize, coordinate and direct the daily operations of one or more social service programs or functional area within the Health and Human Services Agency, under the direction of a Health and Human Services Program Manager; assist in the development and implementation of division goals, objectives, policies, procedures and work standards.
- Plan, organize, assign, and supervise assigned staff directly and through subordinate supervisors; review and evaluate the work and performance of subordinate staff; provide direction and coaching, through regular feedback sessions; create individual development plans with employees; discuss job performance problems to identify causes and issues, and to work on resolving problems; initiate performance improvement plans, propose and administer discipline.
- Assist in the interview and selection of staff; provide for the training and professional development of assigned staff.
- Act as a division liaison with a variety of community agencies and public and private organization; confer with and represent the County in meetings with employees and departments, representatives from various governmental agencies, community, business, professional groups and the general public.
- Attend and participate in professional group meetings; stay abreast of new trends within the State for assigned programs; analyze changes that may affect divisional operations; evaluate their effect upon divisional activities; recommend appropriate policy and procedure modifications; and develop specific proposals for action.
- Interpret and apply laws, rules and regulations to staff, the public and other concerned parties; plan and conduct regular meetings with supervisory staff to ensure consistency of operations and resolution of issues or problems.
- Analyze current divisional processes and practices to ensure high quality and effectiveness; recommend and implement or coordinate the implementation of new processes and practices to improve efficiency; assist in the development of internal controls.
- May serve on a variety of committees, task forces and workgroups as a department representative; participate in various committees and task forces; organize activities and provide for staff support.
- Prepare or review a variety of narrative and/or statistical reports, correspondence and other written materials; prepare or direct preparation and distribution of written and verbal information; make presentations before the Board, committees, the public, etc.
- Maintain or direct the maintenance of accurate records and files; ensure the security of confidential records.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Use standard office equipment, including a computer, in the course of the work.
- Drive a vehicle to attend regularly scheduled meetings.

EMPLOYMENT STANDARDS:**Knowledge of:**

- Principles and practices of social services delivery.
- Principles and practices of employee supervision, including selection, work planning, organizations, performance review and evaluation and employee training and discipline.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent federal, state and local laws, codes, regulations and standards related to area of assignment.
- Principles and practices of administrative analysis and research.
- Administrative principles and practices, including program development, implementation, goal setting and evaluation.

Skill in:

- Interpreting, applying and explaining complex laws, regulations and procedures to a variety of individuals.
- Planning, organizing, assigning, directing, reviewing and evaluating the work of assigned staff.
- Selecting, motivating and providing training and development for staff.
- Developing, recommending and implementing goals, objectives, policies, procedures and work standards.
- Analyzing complex regulatory and administrative problems, evaluating alternatives, and adopting effective courses of action.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Organizing own work, managing multiple projects and meeting critical deadlines.
- Maintaining and directing the maintenance of accurate records and files.

Ability to:

- Use initiative and independent judgment within general policy guidelines.
- Communicate competently and effectively in writing and verbally as appropriate for the needs of the audience.
- Effectively use interpersonal skills in a tactful, patient and courteous manner.
- Work within a team framework, both as a leader and a member.
- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Interact with others and demonstrate sensitivity to their needs in order to establish and maintain a supportive and professional working relationship.
- Instill individual accountability and responsibility.
- Read, understand, interpret and apply various regulatory and administrative policies and procedures.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Mobility to drive a motor vehicle in order to visit work sites and attend meetings.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment.
- May be required to travel to various worksites or locations.
- Occasionally may be required to travel for meetings or conferences outside of normal business hours.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; may be required to maintain license throughout employment as required by the Appointing Authority.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting and/or credit check prior to hire.
- DMV printout prior to hire.
- May be required to file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Bachelor’s degree from an accredited four year college or university in Accounting, Business Administration, Economics, Finance, Human Services, Public Administration, Social Services, Social or Behavioral Sciences, or a field related to the work and three years of increasingly responsible professional or technical experience in the delivery of social services programs with a social services organization or closely related field.

*Examples of social or behavioral sciences may include: anthropology, criminal justice, economics, education, ethnic studies, human development, philosophy, political science, psychology, social welfare, sociology, welfare and women’s studies.

**Some positions may allow for a substitution of experience for education. Candidates with strong experience would be encouraged to apply.

PREFERRED: In addition to the minimum, supervisory experience in a social services organization or closely related field.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept Approval:
Date:

EEOC: B
WC: 9410

Human Resources Approval: Analyst
Date:

Signature: _____

Signature: _____