

## CLASSIFICATION SPECIFICATION



**CLASSIFICATION:** Health and Human Services Program Manager  
**ALLOCATION:** Health & Human Services  
**FLSA STATUS:** Exempt  
**UNION AFFILIATION:** N/A - Management

**ESTABLISHED:** July 2007  
**REVISED:** April 2017

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### **JOB SUMMARY:**

Plan, organize, administer, review and evaluate the work of staff and all activities related to the employment, eligibility, fiscal and/or social services division of the Health and Human Services Department; coordinate activities of the assigned function with those of other divisions within the department and the County; coordinate, conduct and review a variety of complex analytical and support activities, including policy and procedure development and implementation in the area assigned; and perform related duties as assigned.

This is the management level in the human services series.

### **CLASS CHARACTERISTICS:**

This position reports directly to the Deputy Director of Health and Human Services. This class is distinguished from Deputy Director of Health and Human Services in that the latter is responsible for multiple divisions of the Health and Human Services Department and exercises overall management responsibility for all departmental activities and functions under the direction of the Director of Health and Human Services.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Participate in the development and implementation of department goals, policies, procedures and systems; identify and develop new and/or modified administrative or operational support systems; recommend changes to increase the efficiency and effectiveness of the department; provide input into the division's budget and staffing requirements and institute and implement cost control measures.
- Compile and analyze all data for use in preparation of the department operational and supplemental budgets; monitor annual budget and prepare adjustments as required; resolve budgetary problems.
- Monitor changes in laws and regulations that may impact division activities; analyze the impact of such changes and modify operating manuals, policies and procedures as required.
- Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implements discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.
- Research and determine funding sources for department functions; direct the submission and administration of grant applications and other funding requests, including the timely submission of required statistical, audit and financial reports.
- If assigned to the fiscal division, oversee the finance and administration functions of the Health and Human Services Department, including developing policy recommendations regarding budget and program expenditures; provide operational analysis and related strategic planning in a manner that supports operations and programs on a department-wide basis; and support financial strategic planning, budgeting, business and financial reporting functions with multiple activities and funding sources.
- Interpret federal, state and County policies and procedures to employees and ensures that division activities are in compliance with codes, regulations and procedures; plan and conduct regular meetings with supervisory staff to ensure consistency of operations and resolution of issues or problems.
- Coordinate, direct, and participate in department purchasing activities, including the preparation and distribution of requests for proposals for professional services; direct and participate in the analysis of proposals and the negotiation and administration of resulting contracts.
- Oversee and participate in the collection and preparation of detailed departmental and department budgets, revenue and expense reports; act as a resource for department staff, managers and the County Administrator's Office in the preparation and forecasting of revenues, expenditures and resource needs.
- Attend regular meetings with representatives of funding and program agencies.
- Monitor caseload activities to ensure appropriate allocation and budgeting.
- Ensure that department functions comply with applicable County, Federal, State and local laws and ordinances.
- Confer with management staff regarding division and departmental activities and requirements; serve as a member of the departmental management team.
- Act as a division liaison with a variety of community agencies and public and private organizations for the purpose of coordinating services.

- Direct and 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, agenda items, policy papers, presentations and other written materials.
- Maintain or direct the maintenance of accurate records and files.
- May serve on a variety of committees, task forces and workgroups as the departmental representative.

**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.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and the preparation of policies and procedures.
- Principles, practices and procedures of public administration, financial forecasting, cost accounting, financial analysis and budget development and administration.
- Principles and practices of generally accepted accounting standards and practices with an emphasis on governmental and fund accounting, including methods of financial reporting and financial statement preparation.
- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles and practices of supervision, training and personnel management.
- Principles and practices of project planning, development and evaluation.
- The role of the Courts in ensuring the safety and provision of services for clients.
- Applicable laws, codes and regulations.
- Statistical methods used in management analysis.
- Budgetary practices and terminology.
- Modern office procedures and computer equipment and applications.
- Principles and practices of contract negotiation and administration.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.
- Principles and techniques of making effective oral presentations.

**Skill in:**

- Developing, recommending and implementing goals, objectives, policies, procedures and work standards.
- Analyzing budget and technical reports; interpreting and evaluating staff reports; observing performance and evaluating staff; and solving department related issues.
- Organizing and directing department financial and administrative functions.
- Interpreting, applying and explaining complex federal, state and local laws and regulations.
- Independently performing the most complex financial and administrative work of the division, including complex budget analysis, preparation and monitoring.
- Supervising, training and evaluating personnel.
- Preparing clear and concise reports, policies, procedures, correspondence and other written materials.
- Assisting the preparation and administration of contracts and multiple complex departmental and grant budgets; complex and diverse claiming processes; and audit reviews.
- Organizing own work, managing multiple projects and meeting critical deadlines.
- Maintaining and directing the maintenance of accurate records and files.
- Using initiative and independent judgment within general policy guidelines.

**Ability to:**

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Exercise initiative, ingenuity and sound judgment to solve difficult fiscal and administrative problems.
- Interpret, apply and explain applicable laws, codes and regulations.

- Analyze documents for compliance with Federal, State, County and industry standards.
- 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.
- Interact with others and demonstrate sensitivity to their needs in order to establish and maintain a supportive and professional working relationship.
- Maintain composure, keep emotions in check, control anger and avoid aggressive behavior, even in very difficult situations.
- Accept criticism and deal calmly and effectively with high stress situations.
- Instill individual accountability and responsibility.
- Read, understand, interpret, and apply contracts, ordinances, legislation, policies and procedures, directives and manuals.

**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.

**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; maintain throughout employment.

**Special Requirements:**

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- Attend meetings outside of normal working hours.
- Respond to emergency situations during weekends, holidays and other off-shift hours.
- DMV printout prior to hire.
- Must 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, Business Administration, Economics, Finance, Human Services, Public Administration, Social Services, Social or Behavioral Sciences\*, Social Work or a field related to the work; and three years of supervisory or advanced analytical experience within 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, a Master's level degree as previously defined and additional years of experience as previously defined.

**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.**

Health & Human Services Approval:

Date:

Signature: \_\_\_\_\_

EEOC: A  
WC: 9410

Human Resources Approval:

Date:

Signature: \_\_\_\_\_