

HUMAN SERVICES PROGRAM SPECIALIST 2

KIND OF WORK

Second-level professional work in administering human services programs.

NATURE AND PURPOSE

An employee in this class is responsible for a variety of assignments in developing and monitoring human services programs delivered by the state or through county human services agencies. Applying combined skills in an administrative/professional specialty and operational knowledge of human services systems, the incumbent resolves complex issues or develops substantive components of a specific assistance program. Responsibilities may be carried out as part of a team or as an individual contributor for a specialized function. The employee is afforded wide latitude within the parameters of enabling legislation and the rules promulgated to regulate administration of the law. Supervision is in the form of periodic reviews of results achieved from a supervisor of the program.

DISTINGUISHING CHARACTERISTICS

This class differs from the next higher-level class in this series in that the Human Services Program Rep 1 has a much wider latitude and is responsible for more difficult issues and/or phases of human services programs. May also perform lead work.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Critically investigates the participation of recipients and/or providers to establish whether suspected fraud or abuse was willful or accidental.

Identifies and analyzes areas of program administration with demonstrated deficiencies and designs strategies to reduce or eliminate the problem.

Works as a member of a human services program team to develop and administer those portions of programs charged to both human services and other state agencies.

Provides technical assistance to county human services agencies throughout local program development and administration.

Evaluates the quality and quantity of local agency program activity.

Responds to questions of established program policy from local workers, clients, legislators and so on.

Develops informational bulletins and/or revisions to operations manuals in response to legislative or policy changes.

Drafts policy interpretations for review.

Recommends resolution of inter-county disputes concerning financial responsibility.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Considerable knowledge of principles and practices of human services program management at the federal, state and local levels.

Considerable knowledge of departmental programs and policies and procedures governing their administration.

Working knowledge of the principles of program planning and development.

Working knowledge of research, evaluation and/or investigative reporting techniques.

Ability to:

Apply program policy in answer to specific concerns.

Instruct through formal presentation, demonstration and discussion.

Est.: 9/82
Revised: 4/17
Ckd: 11/92

T.C.: 4/17
Former Title(s): Income Maintenance
Program Representative