

### Class Concept

This is consultative work providing technical and administrative assistance to division staff, local agencies, community agencies, service providers, stakeholders, and others on issues affecting the program. Positions assist with program development, interpretation and implementation of rules and regulations, program standards, licensure or certification needs, compliance with established rules and regulations, automation needs, and new initiatives. Positions provide training for policy and procedures and establish performance requirements. Position ensures best practices are followed and assists with resource development; position may serve as a coordinator or liaison between stakeholders.

Positions are involved in program assessment and compliance including the data collection, analysis, and reporting. Positions may serve as a liaison or coordinator with other agencies, service providers, advocacy groups and other stakeholders to enhance service provision. Some positions may recommend sanctions or corrective action for cases of non-compliance.

Work includes development of policy based on laws, regulations, and rules; development of standards and/or procedures; assists with technical or administrative issues affecting program development; provide guidance to management, consultants, or directs service staff in policy interpretation; conduct quality assurance audits and compliance efforts for cooperative agreements including fiscal accountability. Positions may conduct investigations to determine compliance with standards and policies. Position conducts research on best practices and implements these as may be appropriate. Employees may provide advisory or advocacy services by participating in planning and development activities for other agencies to ensure client population needs are met. May supervise administrative staff.

At the I-level, positions serve as the staff program specialist with primary responsibility for a single, less complex program including development, coordination, policy interpretation, quality assurance, and compliance with cooperative agreements/fiscal accountability. Or, the I-level position may serve a regional program that involves an on-going monitoring aspect for compliance with administrative and programmatic rules that result certification, corrective action plans, sanctions, or closings. This level may also be accountable for the design and implementation of training modules for service providers, stakeholders, and/or staff.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Working knowledge of the needs of the population served.
- Working knowledge of program objectives, standards and rules in the areas of assignment.
- Working knowledge of structure and operations of agencies and service providers and the delivery of services.
- Ability to participate in program planning, evaluation and quality control methods.
- Ability to understand the applications of technology to the program area.
- Ability to collect and analyze data and information.
- Ability to coordinate and assist in directing a complex statewide program.
- Ability to interpret and apply rules, regulations, standards and policies regarding providers.
- Ability to research, analyze and interpret State and Federal laws and formulate these laws into policies and procedures related to the program area.
- Ability to design and present training.
- Ability to communicate effectively in oral and/or written form.
- Ability to establish and maintain effective working relationships with other state agencies, providers of services, advocacy groups and other organizations.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

Minimum Education and Experience

Master's degree in a discipline relative to the program from an appropriately accredited institution and two years of related experience; or

Bachelor's degree in a discipline relative to the program area from an appropriately accredited institution and four years of related experience; or an equivalent combination of education and experience.