

Class Concept

This is consultative work providing technical and administrative assistance to division staff, local agencies, regionally-based programs, community agencies, service providers, stakeholders, and others on issues affecting the program. Program consultants assist with program development, interpretation and implementation of rules and regulations, program standards, licensure or certification needs, automation needs, and new initiatives that are highly complex and have significant impact on program. Program Consultants provide training for new policy and procedures and establish performance requirements. Program consultants are involved in program assessment including the data collection, analysis, and reporting. They may serve as a liaison or coordinator with other agencies, service providers, advocacy groups and other stakeholders to enhance service provision.

Work includes development of policy based on laws, regulations, and rules; develops standards and/or procedures; assists with technical or administrative issues affecting program development; provides guidance to management, consultants, or direct service staff in policy interpretation; conducts quality assurance audits and compliance efforts for cooperative agreements including fiscal accountability. Positions also conduct research on best practices and implements 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 II-level, positions serve as the staff program specialist with primary responsibility for development, coordination, and support for a larger statewide program, multiple smaller statewide programs, or a regionally-based program ensuring that federal and state rules and regulations are incorporated into program, addressing needs expressed by advocacy groups, partnering with key service providers, providing leadership for program design. Position serves as coordinator/liaison with internal and external customers; develops new program models and incorporates emerging trends and best practices into program activities. Position may conduct research and partner with academic programs in developing new/implementing new models. Serve on a number of committees, councils, boards, etc. This level may also be accountable for the development and management of a comprehensive training system for service providers, stakeholders, and/or staff including ensuring availability of training programs, mobilizing multiple training resources, and dissemination of training/educational materials.

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 three years of related experience; or

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