

### 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 develop, implement, and manage highly complex programs with significant impact, interpret and implement rules and regulations, develop program standards, determine automation needs, and establish performance requirements. Program consultants plan and implement program assessments including the data collection, analysis, and reporting. They 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; develop standards and/or procedures; assisting with technical or administrative issues affecting program development; providing guidance to management, consultants, or direct service staff in policy interpretation; conducting 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 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 III-level, positions serve as the staff program specialist with primary responsibility for development, coordination, and support for the largest, most complex statewide program, or multiple large statewide programs 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. Programs are typically characterized by a requirement for a broad range of program knowledge, high level contacts and negotiations with county, State, and Federal officials, large scale budgets, considerable program visibility, and considerable impact on program clients. Position serves as coordinator/liason with internal and external customers; develops new program models and incorporates emerging trends and best practices into program activities. Positions conduct research and partner with academic programs in developing new/implementing new models. Positions service 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 program, 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 four years of related experience; or

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