

### Class Concept

Work in this class involves program management and supervisory responsibilities for a small, narrowly defined program or an assigned area of a major program that interfaces with other programs at the state and local levels. Position directs the work of a small staff of professional and/or support positions that provide consultation and administrative review of local programs. Work requires some involvement in the areas of policy development and interpretation, training, and program monitoring. In addition, employees assist in the development and take responsibility for the implementation of corrective action plans for local entities administering program policies and regulations. Work may also involve presenting delivery systems recommendations to supervisor and directing the implementation of approved plans and resolving operational problems affecting the programs. Work requires close coordination with other program staff, as well as staff at federal, state, local agencies and/or private service providers. Employees report to a higher level program manager.

Work in this class may include the supervision of a work unit comprised of professional and support staff providing consultation, education, outreach, and advocacy services to eligible clients in a small, narrowly defined program or within a region of the state. Work in this class can be distinguished from the HS Program Manager II by a more narrowly-defined or less complex program area, or management of one aspect of a larger, more complex program.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Considerable knowledge of the specific program area and delivery systems in the area of assignment.
- Considerable understanding of the policies, procedures and funding mechanisms of the state and federal programs that govern area of assignment.
- Considerable knowledge of compliance monitoring, program reviews, resource management, appeals, records and documentation.
- Considerable knowledge of best practices, national trends and policy initiatives that impact the service delivery system.
- Skill in the analysis and evaluation of programs and developing/presenting reports.
- Skill in establishing and maintaining effective working relationships with staff from Federal, State and local agencies as well as clients, general public, and private service providers.
- Demonstrated skill in leadership, planning, budgeting, management and organizational skills.
- Ability to understand the application of automation to the program area assigned.
- Ability to work independently or to supervise a staff of professional and support positions as part of larger cross-agency team.
- Ability to communicate effectively orally and in writing with Division staff, other state agencies, service providers, stakeholder groups, legislative committees, and various advisory councils.

#### Minimum Education and Experience

Master's degree in the area of assignment from an appropriately accredited institution and three years of experience in a closely related program; or

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