

### Class Concept

This class recognizes responsibility for program management and supervision of the most complex programs including those with multiple programmatic sub-components. Work involves research, design and implementation of best practices on a system wide basis, for both state operated and local government entities. Work in this class includes formulation of plans, programs, and systems and evaluating programmatic and complex administrative requirements. Employees manage the development, interpretation, implementation and evaluation of program standards and policies and provide leadership in complex problem solving activities. Employees in this class represent the agency in developing and maintaining effective working relationships with other state agencies, service providers, stakeholder groups, legislative committees, and various advisory councils. Employees provide input to agency executive(s) regarding best practices, policy and service delivery issues, and insure that proposed programs are consistent with the agency's overall mission. Employees provide consultation and supervision to subordinate management staff in the compilation of programmatic data required for the identification of objectives and goals, review the input of subordinate staff in budget matters and evaluate the budgetary needs of the program or specialized service area. Employees set priorities and address service delivery structure needs. Work is distinguished from the HS Program Manager II level by its oversight of large, complex budgets and staff. The position represents the agency to various legislative committees, advisory councils, and stakeholders and has considerable influence with such groups.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Working knowledge of national trends and policy initiatives on the federal level that can impact the service delivery system.
- Considerable knowledge of program area including the delivery systems.
- Thorough knowledge of the delivery systems and issues pertaining to specific program needs.
- Thorough understanding of the policies, procedures and funding mechanisms of the state and federal programs that govern the program area.
- Demonstrated skills in leadership, planning, budgeting, communication and management.
- Ability to effectively represent the agency to representatives from other state agencies, service providers, stakeholder groups, legislative committees, and various advisory councils.
- Ability to analyze data, evaluate programs and develop reports.

#### Minimum Education and Experience Requirements

Master's degree in an area specific to the program from an appropriately accredited institution and five years of experience in the area of assignment, including three years in a supervisory or consultative capacity; or

Bachelor's degree in an area specific to the program from an appropriately accredited institution and seven years of experience in the area of assignment, including three years in a supervisory or consultative capacity; or an equivalent combination of education and experience.