

HUMAN SERVICES PROGRAM CONSULTANT

Schematic Code 19100 (31000213)

I. DESCRIPTION OF WORK

Positions in this banded class provide consultative work in planning, developing and administering community resources, quality assurance programs and state programs. Work involves providing technical assistance and consultation to management and staff on the interpretation and application of quality of care standards and certification requirements. Work also involves developing assessment tools/data collection methods and integrating these with patient care and administrative records systems in order to identify service delivery and compliance problems. Positions assess delivery/compliance issues, advise management and staff during development of action plan, monitor implementation of plan and serve as representatives for agency in certification negotiations. Positions may supervise support/program staff. They may supervise medical records and/or other key functions as part of the quality assurance process. Positions may be involved with collection of data.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
Positions at this level typically plan and administer a quality assurance program within an organization under close supervision. Work will involve assisting in providing technical assistance and consultation to management/staff on the interpretation and application of quality of care standards and certification requirements. Work may involve assisting in the development of assessment tools/data collection methods and integrating these with patient care and administrative records systems in order to identify service delivery and compliance problems. Positions at this level are typically found in operations with limited program variety, standards complexity, and certification requirements.	Positions at this level typically plan, develop and administer moderately complex quality assurance program, under general supervision. They may provide technical assistance, consultation, interpretation and application of quality of care standards. They may develop assessment tools/data collection methods, integrate these with patient care and records systems, recognize/detect service delivery/compliance issues, develop plan of action to correct, monitor implementation of plan and represent agency with certification agencies. Positions at this level may supervise subordinate staff.	Positions at this level typically plan, develop and administer highly complex quality assurance programs across an entire organization. They may supervise medical records and other key functions related to quality assurance program.

III. COMPETENCIES

Competency	Definition
Knowledge – Technical/Program	Knowledge of the population to be served and the needs of that population. Ability to evaluate and make assessments of the population. Knowledge of adaptive, developmental and social behaviors. Knowledge of available community resources to address client needs. Knowledge of human services delivery systems. Knowledge of organizational policies, procedures and state/federal/local regulations, as well as appropriate code of ethics. Knowledge of data collection methods. Knowledge of the certification process.
Consulting/Advising	Ability to consult with management and staff on proper treatment plans, operational policies and quality of care standards. Ability to guide and counsel agencies in certification process. Ability to advise /consult with management in corrective action plan process.
Communication and Teamwork	Ability to listen, understand and convey information in oral and written form to the population served, their families and others. Ability to work collaboratively as a member of a team. Ability to educate and instruct staff, families and community providers in methods and approaches. Ability to collaborate with other agencies to improve service delivery. Ability to provide technical assistance/consultation to staff.
Interpersonal Skills	Ability to develop and maintain effective relationships with customers and others to encourage and support communication and teamwork, and achievement of therapeutic goals. Ability to work and communicate with variety of community providers of services in order to assure client needs met. Ability to negotiate for resources with interagency units and community agencies.
Problem Solving	Ability to monitor and modify programs. Ability to evaluate effectiveness of programs/services. Ability to develop, create, implement, monitor and modify corrective action plans. Ability to identify delivery of service issues. Ability to develop plans and goals.
Project Design	Ability to develop quality control standards and process for agency. Ability to create plans to correct issues. Ability to develop, create, implement, monitor and modify data collection techniques. Ability to develop entire delivery of service models. Ability to establish tasks associated with intended outcomes.
Safety and Health Compliance	Ability to understand health and safety regulations related to facility or program management. Ability to perform compliance on-site visits. Ability to provide, instruct and correct proper treatment of client. Ability to monitor care and documentation issues. Ability to coordinate resolution of issues when they arise.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL**Knowledge – Technical/Program**

Knowledge of the population to be served and the needs of that population. Ability to evaluate and make assessments of the population. Knowledge of adaptive, developmental and social behaviors. Knowledge of available community resources to address client needs. Knowledge of human services delivery systems. Knowledge of organizational policies, procedures and state/federal/local regulations, as well as appropriate code of ethics. Knowledge of data collection methods. Knowledge of the certification process.

Contributing	Journey	Advanced
<p>Working knowledge of the population to be served and the needs of that population. Working knowledge of quality assurance program practices; planning and development of assessment tools and techniques. Ability to interpret and apply quality standards, policies and procedures. Ability to assess problems and coordinate resolutions appropriately</p>	<p>Full knowledge of the population to be served and the needs of that population. Full knowledge of quality assurance program practices and the planning and development of assessment tools and techniques. Full knowledge of community resources available for client treatment and needs.</p>	<p>Extensive knowledge of the population to be served and the needs of that population. Extensive knowledge of quality assurance program practices, planning and development of assessment tools and techniques. Skill in facilitating and managing liaison activities between human services agencies, community groups, and schools. Ability to assess unique issues in provision of care and exercise creativity in developing appropriate resolutions.</p>

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

Consulting/Advising

Ability to consult with management and staff on proper treatment plans, operational policies and quality of care standards. Ability to guide and counsel agencies in certification process. Ability to advise /consult with management in corrective action plan process.

Contributing	Journey	Advanced
<p>Ability to consult with management and staff on proper care and treatment of clients as well as action correction plans. Ability to guide and counsel agencies in certification process. Ability to provide technical assistance to organization or program staff.</p>	<p>Ability to consult with management and staff on proper care and treatment of clients as well as action correction plans. Ability to provide technical assistance to management and staff on interpretation and application of quality of care standards. Ability to advise on data collection process. Ability to administer quality assurance program considering quality of care standards, certification requirements, and operation requirements (including client population and budgetary restrictions).</p>	<p>Ability to consult independently with management and staff on interpretation and application of quality of care standards including advising on issues and best courses of action to take. Ability to administer quality assurance program based on standards, regulations, certification requirements and budget restrictions to provide best counsel and make determination if selective compliance is appropriate. May have more discretion in applying standards than other levels.</p>

Communication and Teamwork

Ability to listen, understand and convey information in oral and written form to the population served, their families and others. Ability to work collaboratively as a member of a team. Ability to educate and instruct staff, families and community providers in methods and approaches. Ability to collaborate with other agencies to improve service delivery. Ability to provide technical assistance/consultation to staff.

Contributing	Journey	Advanced
<p>Ability to effectively convey information to clients and others, under close supervision. Ability to express ideas clearly and concisely. Ability to work collaboratively with teams and councils within in region/district to enhance delivery of services.</p>	<p>Ability to effectively convey information to clients and others, under general supervision. Ability to provide community education and consultation. Ability to facilitate and lead multidisciplinary professional team in order to address needs of client.</p>	<p>Ability to effectively convey information to clients and others, with minimal supervision. Ability to effectively communicate with caregivers on specific issues related to diagnosis, treatment and clients. Ability to serve as liaison between client and community agencies and maintain cooperation/collaboration between them.</p>

Interpersonal Skills

Ability to develop and maintain effective relationships with customers and others to encourage and support communication and teamwork, and achievement of therapeutic goals. Ability to work and communicate with variety of community providers of services in order to assure client needs met. Ability to negotiate for resources with interagency units and community agencies.

Contributing	Journey	Advanced
<p>Ability to relate positively and calmly to customers including staff, clients, families and community agencies. Ability to communicate specific behavioral concepts and techniques. Ability to relate in a consultative role with customers. Ability to establish and maintain effective working relationships with members of staff, community agencies and state/federal agencies.</p>	<p>Ability to relate positively to community groups and other professionals. Ability to work in partnership with community, government and other agencies in order to provide appropriate services. Ability to instruct and educate community and staff on new methods. Ability to negotiate collaborative efforts and agreements for serving client population.</p>	<p>Ability to work with a variety of professionals representing various disciplines related to the client's specific needs. Ability to educate and instruct on more complex issues and problems. Skill in facilitating multidisciplinary teams and coordinating delivery of services from variety of sources and professionals.</p>

Problem Solving

Ability to monitor and modify programs. Ability to evaluate effectiveness of programs/services. Ability to develop, create, implement, monitor and modify corrective action plans. Ability to identify delivery of service issues. Ability to develop plans and goals.

Contributing	Journey	Advanced
<p>Ability to develop new program ideas and service delivery models in collaboration with team. Ability to identify resources and develop an overall plan of organization or program operation. Ability to develop and maintain systems for monitoring the progress of clients. Ability to assess work processes and make changes in workflow methods.</p>	<p>Ability to develop service and program goals, objectives, policies and procedures for all clinical activity. Ability to evaluate feasibility of new programs as they impact on existing resources and justify expansions in space, staffing and equipment. Ability to make significant changes in organizational structure.</p>	<p>Ability to develop intervention programs, plan work operations, determine priorities, and establish deadlines. Ability to develop strategies for multi-system/agency collaboration to facilitate delivery of program services and effectively utilize available resources. Ability to plan for efficient utilization of staff resources as they relate to goals and objectives for the unit/agency. Ability to make operational changes to work methods, processes and procedures in response to changes in guidelines, policies or service delivery requirements.</p>

Project Design

Ability to develop quality control standards and process for agency. Ability to create plans to correct issues. Ability to develop, create, implement, monitor and modify data collection techniques. Ability to develop entire delivery of service models. Ability to establish tasks associated with intended outcomes.

Contributing	Journey	Advanced
Ability to develop quality assurance programs and plans of corrective action. Ability to create and implement data collection techniques in delivery of services. Ability to monitor implementation of quality assurance programs.	Ability to develop, monitor and modify quality assurance programs. Ability to create, implement, monitor and modify data collection techniques. Ability to develop delivery of service models and implement them.	Ability to develop, create, implement, monitor and modify quality assurance programs for multi-unit organizations. Ability to assess issues and develop resolutions to improve delivery of service over entire organization or program.

Safety and Health Compliance

Ability to understand health and safety regulations related to facility or program management. Ability to perform compliance on-site visits. Ability to provide, instruct and correct proper treatment of client. Ability to monitor care and documentation issues. Ability to coordinate resolution of issues when they arise.

Contributing	Journey	Advanced
Ability to follow and monitor established health and safety regulations. Ability to ensure established procedures and policies are adhered and delivery of service is appropriate. Ability to perform on-site compliance visits.	Ability to monitor and modify health and safety procedures to meet client and situation needs. Ability to ensure adherence to established and modified procedures. Ability to conduct on-site compliance visit including assessing issues and developing corrective action plans.	Ability to use judgment and analytical skills to determine appropriate course of action based on client needs, program procedures, budget and other situations. Ability to create or modify appropriate safety and health procedures.

V. MINIMUM TRAINING & EXPERIENCE

Bachelor's degree in a related Human Services discipline and three years of experience related to the area of assignment, or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.