

PROGRAM ADMINISTRATOR

DEFINITION

Reporting to a Health and Human Services Agency (Agency) Division Director or designee, the Program Administrator plans, coordinates and implements the programmatic, administrative, and operational activities in support of assigned, interrelated program areas within the Agency. These typically include Child Welfare or Adult Protective Services, or administration of Special Projects; provides staff support to higher level of management within the assigned area of specialization; directs, manages and supervises the work of assigned subordinate team members, technical and clerical staff; and functions as a proactive and positive member of a program management team within the Agency.

Distinguishing Characteristics

This position has supervisory responsibility of program activity within the context of one complex division or program or multiple program areas. The position serves as a member of the division leader's team. Incumbents within this job class provide responsible clinical, administrative, operational, and program management within the Agency.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned Agency Division Director or his/her designee.

Exercises direct and indirect supervision over supervisory, professional, technical and clerical personnel.

EXAMPLES OF ESSENTIAL FUNCTIONS

Duties may include, but are not limited to:

Assists in recommending and developing goals, objectives, policies and priorities related to a specialized service or program and is responsible for implementation of these objectives and programs.

Plan, organize, and manage programmatic, administrative, and operational activities in support of multiple program areas; oversee and coordinate the allocation of designated resources, administer the record keeping and reporting functions, and ensure compliance with stated mission, goals, regulations, and guidelines.

Establish programs' objectives and performance standards; evaluate programs operations and activities in terms of overall effectiveness and compliance; implement improvements and modifications as necessary; and adjust overall goals and objectives in response to program directives and/or client needs.

Identify and develop new and/or modified programs that would promote and enhance the mission, goals, and objectives of the Agency and its client services; initiate, oversee, and

participate in the necessary research and analysis to justify the appropriateness of implementing the proposed program/project.

Provide professional and managerial resources to the Agency Director; other managers, staff, and clients in a responsible and supportive manner that will maximize the Agency's effectiveness, responsiveness, and in accordance to its mission and objectives.

Represent the Agency and act as liaison with a variety of pertinent federal, state, and local agencies/organizations; act as primary and major resource regarding assigned programs; respond to inquiries; coordinate data, resources, and work products as necessary.

Participate in budget preparation and administration for assigned program; preparing cost estimates/projections, submitting justifications for requested resources, and monitoring and controlling expenditures.

Provide technical expertise in the investigation and resolution of complaints/concerns related to designated program areas and activities; identify solutions to major issues involving policy, client service delivery and organizational changes and directions.

Collaborate with appropriate departments, programs, and work units to secure advice, resources, and technical services necessary to achieve assigned program goals, objectives, and directives in accordance with mutually agreed upon timeframes and in compliance with pertinent guidelines and regulations.

Direct and coordinate effective delivery of services within assigned areas, assuring that clients have necessary access to related services and supports, such as health and mental health, substance use disorder, probation, and other parallel systems.

Coordinate and oversee system of care duties to help create a sustainable system while working together with subordinates, clients and outside agencies to reach desired outcomes.

Performs related duties as required.

EMPLOYMENT STANDARDS

Knowledge of:

Principles, objectives, and goals of public health and/or human services agencies and designated program areas.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, state and federal laws, rules and regulations related to the health and human services regulations and funding sources.

Organizational and management practices as applied to the development, analysis, and evaluation of programs, policies and operational needs.

Principles and practices of organizational administration and personnel management.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Cultural, religious, economic and social groups and relationships to the delivery and acceptance of health and human services.

Ability to:

Organize, direct and coordinate program services.

On a continuous basis, know and understand all aspects of the job; analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

Interpret, explain and implement pertinent County-wide and Agency policies and procedures. Assist in the development and monitoring of an assigned program budget

Develop and recommend policies and procedures related to assigned operations.

Work effectively with diverse audiences, including professional, clinical and community groups.

Communicate clearly and concisely, both orally and in writing.

Supervise, train and evaluate assigned staff.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment

TYPICAL PHYSICAL REQUIREMENTS

Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel object, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

Experience:

Five years of increasingly responsible clinical and/or administrative experience in a health or human services agency, including at least two years of supervisory responsibility.

Education:

Master's Degree in a health or mental health related subject, such as, Public Administration, Social Work, Psychology, Marriage and Family Counseling, Public Health, Nursing or a closely related field.

Additional Requirements:

May require possession of a specific license to perform and/or oversee clinical functions in the State of California.

Possession of a valid California driver's license. Under certain circumstance, the Human Resources Director may accept a valid driver's license from another State if applicant acknowledges his/her intent to acquire a California driver's license within three month by signing an acknowledgement form.

Must have the ability to pass the California State Department of Justice fingerprinting clearance.

Must pass a pre-employment physical.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.