

PROGRAM SPECIALIST I/II/III

DEFINITION

The Program Specialist is a technical specialist level series in the Health and Human Services Agency (Agency) receiving immediate supervision from professional staff members as assigned. Incumbents perform complex, technical and specialized program support duties that require use of judgement and initiative and ability to act independently. Positions require specialized knowledge and skills that are not learned in a short period of time and are a higher level than those required of a journey level clerical/administrative support worker.

DISTINGUISHING CHARACTERISTICS

The Program Specialist is a flexibly staffed class series. Positions allocated at the I/II levels are typically filled at the I level. Advancement from the I to the II level is at the discretion of the appointing authority provided the following criteria are met: 1) the minimum qualifications and time-in grade requirements, 2) demonstration of the ability to independently perform the full scope of the assigned duties.

Advancement from the II level to the III is flexible; however, only a limited number of positions are allocated to the III level since these positions are responsible for the most difficult and complex programmatic analysis of Agency-wide policy procedure review; may lead a number of subordinate staff or oversee project groups

Program Specialist I

This is the entry level class in the Program Specialist series. Incumbents in this level usually perform most of the duties required of the position of the Program Specialist II level, but are not expected to function with the same amount of program knowledge or skill level. This class is distinguished from the higher levels in the series by the performance of the more routine tasks and duties assigned to positions within the series. Incumbents at this level are not expected to perform with the same independence or direction and judgment on matters allocated to the journey level. Incumbents work under immediate supervision while learning job tasks.

Program Specialist II

This is the experienced, journey level class in the Program Specialist series. This level is distinguished from the Program Specialist I by the assignment of the full range of duties. Incumbents at this level are expected to work independently and to only receive occasional instruction as new or unusual situations arise. Incumbents are fully aware of the operating procedures and policies depending upon the specialty area in which assigned. This class is distinguished from the next higher class of Program Specialist III in that the latter performs the most difficult, complex, or sensitive program activities which require a higher level of skill and knowledge.

Program Specialist III

This is the advanced journey and highly specialized class in the Program Specialist series. This level is responsible for performing the most difficult, complex, and specialized duties for the

preponderance of the time. Incumbents at this level are highly experienced and capable of handling the most difficult situations across one or more of the programs in which assigned. This class is distinguished from the Program Manager in that the latter typically has responsibility for supervision of subordinates and oversight of programs.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned higher level staff member.

Program Specialist I/II exercises no direct supervision.

Program Specialist III may provide lead direction over staff assigned.

EXAMPLES OF ESSENTIAL FUNCTIONS

Depending upon assignment, duties may include, but are not limited to, the following:

Program Specialist I/II:

Provide information, referrals and basic case management services to clients for programs within the guidelines of the program.

Perform specialized technical program support which requires knowledge of detailed activities related to the assigned area of specialty.

Determine program eligibility for community members for a variety of Health or Human Service related programs.

Plan and implement programs throughout the Agency.

Update policies and procedures to meet new program mandates and regulations.

Market programs to the community including creating marketing flyers, posts to the website, social media sites and writing media releases.

Independently provide a variety of older adult services such as meals, transportation and other social services programs for various targeted groups.

Perform specialized clerical duties in support of the operations and activities of assigned area.

Develop educational and awareness programs to meet the needs of the community and in accordance with funding guidelines.

Performs public outreach and education by coordinating and implementing community awareness programs through education and promotion of program services.

Provide assistance with fiscal operations of the Agency, including but not limited to collecting and recording various fees, fines or other monies, preparing deposits, assisting with budget preparation and monitoring and preparing financial reports as required.

Assists with the preparation of grant proposals and management of grant obligations.

Tabulate program data and complete reports for management, funders and regulatory authorities.

Represent the Agency at community organizations, public gatherings and meetings.

Answer telephones and greet visitors; provide information and referrals.

Receive and process customer requests for services and log/track activities.

Communicate and coordinate with other County personnel to access other resources as needed.

Perform related duties as assigned.

Program Specialist III: (in addition the above)

Handle the most complex and difficult assignments in areas of assigned specialty requiring the highest degree of skill.

Participate in the development and implementation of assigned program's mission, goals, and objectives; establish operational processes and procedures to effectively meet the program's goals and the client's needs.

Review and evaluate operations and activities of assigned area; recommend improvements and modifications as necessary; maintain a variety of records and documentation and prepare reports on program operations and activities periodically and upon request.

Manage volunteers, including volunteer screening, training and records maintenance.

Lead worker over subordinate staff.

EMPLOYMENT STANDARDS

Knowledge of:

Program Specialist I/II:

Pertinent federal, state, and local rules, regulations and laws.

Modern office procedures, methods and applicable computer hardware/software.

Principles and practices of research, analysis and management.

Community resources, organizations, and population demographics.

Correct English usage, including grammar, punctuation and spelling.

Basic business mathematics.

Use of automated information systems.

General knowledge of reviewing scope of work documents.

Program Specialist III: (in addition to the above)

Principles and practices of designated professional discipline with specific knowledge and expertise of assigned program areas.

Advanced research and report preparation techniques and methods.

Budgeting procedures and techniques.

Lead, train and evaluate assigned personnel.

Ability to:

Program Specialist I/II

Work independently under general guidelines, take initiative and make decisions as required.

Assemble, organize and present in written or oral form, administrative, financial, factual, and other information derived from a variety of sources.

Conduct outreach and education programs.

Maintain confidentiality standards.

Analyze problems accurately and develop an effective course of action.

Interpret and apply County policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Work with various cultural and ethnic groups in a respectful and effective manner.

Establish and maintain effective working relationships with those contacted in the course of work.

Recognize and respect authority and responsibility limits.

Program Specialist III: (in addition to the above)

Manage advanced and complex projects related to the development and implementation of new policies and procedures.

Provide professional and technical assistance on complex program issues.

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:

Program Specialist I

One year of experience performing duties equivalent to a Program Assistant II for Mariposa County. Social, health or human services program experience is highly desirable.

Program Specialist II

EITHER: Two years of full-time experience as Program Specialist I with Mariposa County **OR** three years of experience in a private or public agency providing services within the field of social, health or human services.

Program Specialist III

EITHER: Two years of full-time experience as a Program Specialist II with Mariposa County **OR** four years of experience in a private or public agency providing services within the field of social, health or human services.

Education:

Program Specialist I, II, and III

An Associate's degree or completion of equivalent credit units from an accredited college or university is required preferably in behavioral science, business administration, social work, humanities, public administration, social science, career counseling, vocational development or a related field.

Substitution:

Program Specialist I

A Bachelor's degree from an accredited college or university preferably in the above fields of study may be substituted for the one year of experience and Associate's degree.

Program Specialist I, II, and III

Additional qualifying experience may be substituted for the Associate's degree on a year-for-year basis.

Additional Requirements:

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.

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.