

HUMAN SERVICES PROGRAM MANAGER

Job Code	Pay Grade
18110	CL20

Nature of Work

This is professional administrative and supervisory work coordinating the development and enhancement of new and existing programs related to the delivery of human services. An employee in this class is responsible for overseeing complex research, policy, and program development. The incumbent is responsible for program evaluation, contract administration, grant administration, report generation, outcome assessment, quality assurance/quality improvement, legislative monitoring/evaluation, special research projects, and other Human Services related processes. Senior Human Services managers rely upon the performance of the incumbent to maintain efficient and effective agency processes for delivery of services. The incumbent demonstrates and applies expert knowledge and a clear understanding of the decision making processes within the Human Services system. Assignments are usually broad in scope and require considerable independent judgment and decision making. The incumbent reports to the Director, Deputy or designee.

Minimum Qualification Requirements

- 7 years in social services/health and human services program/outcome management, grant writing, contract management, or related field that includes 1 year experience in supervision or management; or
- Associates degree with major coursework in social services, public administration, business administration, or a related field and 5 years experience as described above; or
- Bachelor's degree and 3 years experience as described above; or
- Master's degree and 1 year experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including weekends, evenings and compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Coordinates the development of system based research related to Human Services and other related systems.
- Conducts research on policies, processes, and programs; provides review of budget materials, analyzes data, develops system policies and programs, and performs program evaluation.
- Leads or assists with task teams related to department strategic planning, programs, initiatives, etc.
- Facilitates department's Quality Assurance and Quality Improvement Programs.
- Coordinates and conducts research of available grant opportunities.
- Coordinates budget research, preparation and management of mental health and community based grant programs including fiscal and program reports, fiscal forecasting, amendments, goals and objectives and problem resolution.
- Coordinates and conducts review and critique of legislation and other proposals related to health and human services for impact and appropriateness, making policy recommendations on solutions or courses of action.
- Confers with public and government officials serving as county liaison or contact with various state and local boards, committees, and task forces associated with health and human services, and mental health and homeless services coordination.
- Coordinates and conducts complex program evaluations as needed, sometimes involving several agencies, multiple programs and/or jurisdictions.
- Coordinates and conducts research and prepares reports on program effectiveness.
- Performs related work as assigned or required.

HUMAN SERVICES PROGRAM MANAGER (continued)

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Knowledge, Skills and Abilities

- Knowledge of the practices and principles of management theory and public administration.
- Knowledge of the principles and practices of health and human services work and casework methods and techniques.
- Knowledge of the principles of statistical analysis, including statistical applications.
- Knowledge of laws, rules, and regulations relating to public assistance, mental health, and other health and human services programs.
- Knowledge of federal, state and local regulations pertaining to public welfare, hospitals, mental health programs and systems and related operations.
- Knowledge of principles and procedures of governmental budget preparation, audit and recordkeeping.
- Skill in communicating effectively with governmental officials, community organizations, staff personnel, and the general public.
- Skill in mediating problems and resolving issues between and with countywide agencies and organizations.
- Ability to monitor, supervise and coordinate a broad range of complex HHS related programs.
- Ability to apply computer applications and software.
- Ability to demonstrate proficiency in data manipulation and sampling techniques within business applications of computer software.
- Ability to prepare clear and comprehensive reports, recommendations and proposals, and presentations, verbally and in writing.
- Ability to analyze problems/facts and make appropriate recommendations clearly and concisely, both orally and in writing.
- Ability to work independently on complex tasks, analyze and solve administrative problems, and render advice or assistance to the County Administrator, County Commission, Department Director and/or local agency directors.
- Ability to stay abreast of current policy and program trends, developments and changes related to health and human services, mental health and substance abuse programs, regulations and laws.

For official use only

Revised	EEOC Code	Overtime Code
1/15	Officials & Managers	Classified/Excluded