

# HUMAN SERVICES PROGRAM ADMINISTRATOR

Job Code	Pay Grade
18154	SM4b

## Nature of Work

This is a management level position requiring strong leadership and decision-making skills. An incumbent in this position is responsible for coordination, supervision, and oversight of the activities related to the Financial Assistance, Case Management/Alternative Benefits, Emergency Home Energy Assistance for the Elderly, and Indigent Funeral Programs within the department. Duties also include budget preparation, program planning, staff selection, coaching, and counseling. This position reports to the director and may represent the department in the absence of the director.

## Minimum Qualification Requirements

- 10 years technical and professional experience in social work/health and human services or related field that includes 2 years of supervisory experience; or
- Bachelor's degree in social work, psychology, sociology, public administration or a related field and 6 years experience as described above; or
- Master's degree and 4 years 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 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.)

- Plans, assigns, trains, supervises, and evaluates the work of assigned staff.
- Develops, implements, and evaluates program services.
- Manages and communicates with department staff on activities related to the health and human services programs, including department plans as well as provides guidance and advice to supervisors in resolving service delivery related issues or administrative problems.
- Represents department on health and human services committees and coalitions.
- Oversees, receives, and resolves complaints from providers and the public regarding service matters and assists in the preparation and execution of the department budget.
- Evaluates and monitors projects and contracts for federal, state, and county programs.
- Researches, develops, and implements new initiatives, programs, policies, and procedures.
- Reviews appeals of reconsideration requests as well as supports and maintains important official records within the department.
- Acts as a department liaison representative with state, federal, and local agencies or organizations, coordinating a broad range of programs and services.
- Motivates, trains, disciplines, evaluates, and recruits personnel.
- Evaluates staff performance and provides feedback and recommendations to supervisors and staff.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Knowledge of the principles and practices of health and human services work and of case work methods and techniques.
- Knowledge of laws, rules and regulations relating to health and human services assistance programs.
- Knowledge of services offered by the county and other local public and private community service agencies.

## HUMAN SERVICES PROGRAMS ADMINISTRATOR (continued)

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### Knowledge, Skills, and Abilities (continued)

- Knowledge of federal, state and local regulations pertaining to health and human services, hospitals, nursing/convalescent homes and related operations.
- Knowledge of administrative and supervisory techniques, practices and procedures.
- Knowledge of recent developments, current literature and sources of information in health and human services, hospitals, nursing homes and institutional administration.
- Ability to develop and maintain effective working relationships with health and human services professionals, community organizations, staff personnel and the public.
- Ability to compose correspondence and prepare and submit comprehensive reports.
- Ability to apply computer applications and software.

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Revised	EEOC Code	Overtime Code
3/09	Officials & Managers	Exempt