

PROGRAM ADMINISTRATOR (SOCIAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is involved in the development, control, and management of contracted services, as well as programmatic evaluation of contracted services to ensure the needs of clients are being met and are in accordance with departmental goals and objectives. Incumbents administer and monitor program-related activities, contracts, payments, and interpret laws, rules and regulations related to assigned social service programs. Supervision may be exercised over subordinate employees. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Monitors and evaluates the delivery of contracted services for various social service programs to ensure compliance with contract terms and conditions as well as statutory, regulatory and programmatic requirements, making recommendations for changes or improvements;

Participates in the development, control and monitoring of contracts in consultation with departmental managers, the Law department, outside agencies, the New York State Office of Children and Family Services, etc;

Evaluates Social Service programs, as assigned, by performing administrative functions to identify and implement improvements to facilitate and ensure the delivery of quality services;

Develops and interprets procedures and directives for Social Services programs to ensure the implementation of departmental, state, and federal policies and program objectives in accordance with federal, state, or county legal requirements;

Leads and participates in the evaluation, analysis, development, and testing of automated systems in order to track, record and report operational activities consistent with regulatory requirements;

Negotiates annual budgets for facilities and services with contracted agencies and monitors and controls program expenditures, analyzes daily and monthly census figures, and processes invoices for programs;

Assists contracted agencies with renewing operating certificates by acting as a liaison between these agencies and applicable state regulatory authorities;

Reviews, recommends and implements guidelines and instructions to staff concerning program and procedure modifications and implementation;

Provides training and supervision to affected employees during the implementation of new or revised programs and procedures;

Prepares a variety of monthly, quarterly and annual reports to ascertain if agency is meeting the goals for client outcomes, process milestones, and other statistical data such as number of clients served, timely submission of forms and progress notes, claims processing, etc.;

Prepares periodic reports of program activities and status;

EXAMPLES OF WORK: (Illustrative Only) (Contd.)

Conducts site visits on a regular basis to ensure contracted services are being delivered, review records and procedures, meets with program staff and clients to resolve problems, provide feedback, identify issues, recommend improvements, etc., and prepares written reports;

Conducts problem solving reviews and investigates complaints in an assigned program area;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental duties as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of program planning, monitoring and evaluation; good knowledge of the principles and techniques of administration; thorough knowledge of procedures involved in the management of contracts; good knowledge of the department's organization, policies, procedures and objectives; ability to negotiate and prepare contract terms and agreements; ability to identify problems and propose solutions; ability to research, interpret and apply laws, rules and regulations as they relate to contract implementation and compliance evaluation; ability to analyze data and draw conclusions; ability to prepare and maintain financial and program records; ability to prepare detailed factual and coherent reports; ability to plan and supervise the work of others; ability to support recommendations both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; tact; initiative; resourcefulness; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and three years of professional experience where the primary function was providing human services in a government agency.

SUBSTITUTIONS: Satisfactory completion of 30 credits towards a Master's Degree* may be substituted on a year for year basis for up to two years.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.