

PROGRAM ADMINISTRATOR-CLIENT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the assigned Director, an incumbent of this class administers and coordinates all activities and services related to job training, employment services, and recipient run businesses and ensures compliance with State regulations and State and Departmental priorities in these components. The incumbent must be knowledgeable concerning job training, and small business development theory and practice. The incumbent must also be knowledgeable about other key components of the operation of contractual programs including client services, fiscal affairs, licensure and logistics. The position is characterized by extensive contact with rehabilitation staff and recipients, funding and licensing agencies. The incumbent is expected to contribute substantially to the development of program operating policy, although operations are carried out within the policies and procedures approved by the Commissioner of Community Mental Health. Administrative oversight is exercised over matters in the treatment centers and agencies which contract with the Department of Community Mental Health. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs the planning, organization and coordination of job and small business development through liaison with other County departments, community support services and recipient operated programs;

Collaborates and integrates efforts between rehabilitation and recipient run programs and educational, vocational, job training and employment programs to ensure the comprehensiveness, continuity and availability of services (including VESID, BOCES, PIC, and adult education programs in local municipalities and school districts and DSS WorkFare);

Responsible for developing and maintaining training and hiring relationships with County and local Chambers of Commerce;

Monitors and oversees all assigned programs, reviews annual budgets, program plans, staffing patterns and program operations to ensure that the programs comply with local and State laws and regulations, and that the programs are comprehensive, client-centered and well integrated in the community;

Evaluates and analyzes agency's performance by comparing program benefits to agency's goals and comparing costs of programs to benefits so as to recommend resource allocations for agency programs as well as to develop alternative approaches/strategies to agency goals, achievements and problem situations;

Researches new programs, identifying models that have proved effective elsewhere, and explores resources for the development of said programs;

Establishes and maintains contact with various State and Federal agencies and agencies of other counties to secure information pertaining to service programs and funding;

EXAMPLES OF WORK: (Cont'd)

Prepares and submits Federal, State, and foundation grant applications;

Develops and expands new contractual programs in cooperation with agency staff, client/community needs and regulatory objectives and priorities to support the planning and program development responsibilities of the Department;

Prepares letters of agreement with providers of service in both the public and private sectors;

Develops fiscal plans by preparing and reviewing budgets, allocating funds for component programs and shifting funds based on program needs;

Prepares for the Commissioner, written standards for program operations and recordkeeping; communicates the standards to operating staff through appropriate means, e.g., memoranda, in-service training; institutes and maintains compliance systems;

Identifies system-wide and individual program problems and works with agency staff and recipients to seek resolution of problems;

Participates in the development of the department's short and long-term planning efforts for job training and small business development goal setting, policy development, system design, resource acquisition and utilization and interagency relationship building;

Prepares, submits and delivers verbal and written correspondence and reports in accordance with administrative policies and procedures;

Keeps abreast of recent developments, changes, innovative and creative techniques and programs within the mental health fields through community meetings, professional networks, journals and academic associations.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of organizational and administrative processes and techniques particularly as applied to job training programs and facilities and the establishment and operation of small businesses; good knowledge of the operations of treatment facilities; good knowledge of administrative, reporting and control procedures and techniques associated with budget, personnel, purchasing, and statistical reporting; good knowledge of the theories and philosophies applicable to vocational rehabilitation; ability to work cooperatively with professional and non-professional personnel; initiative and creativity in recommending policy review or revision and developing procedural changes to improve and economize program services; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from a recognized college or university with a Bachelor's Degree* in a field of mental health or vocational rehabilitation and three years of experience in job training or in the development and operation of small businesses.

NOTE: Satisfactory completion of 30 credits toward a Master's Degree may be substituted for each year of the above requirement experience.

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