

PROGRAM SPECIALIST (EVALUATION AND REVIEW)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Vendor Analysis unit of the Department of Social Services, participates in the design and the selection of performance measurement criteria to evaluate the cost efficiency of all departmental vendor programs and services, and to ensure compliance with all federal, state and local regulations relating to same. Duties involve reviewing all vendor contracts in area of assignment by using these criteria and various statistical and demographic models to determine if vendor services are meeting departmental program standards and desired contract goals and objectives; conducting financial analyses to prepare cost/benefit reports, and performing random audits of vendor documentation to ensure program staff in the field are also implementing program objectives. Supervision is not a responsibility of this class; however leadership and guidance may be provided to subordinate support and clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in the design and selection of criterion and performance measurement tools used to monitor and evaluate vendor performance and compliance on a department-wide basis, as assigned;

Gathers background information on assigned departmental programs and services provided by vendors to evaluate if program goals and objectives are achieved and to determine if vendor performance meets those objectives;

Uses established performance measurement tools, and various statistical and demographic models to determine if program objectives and goals are being achieved; prepares statistical reports and analyses thereon;

Uses statistical and demographic models and other research methods to evaluate cost/benefit factors associated with the program under review to determine if programs can operate more efficiently, and/or if amendments to vendor contracts are needed; prepares reports thereon;

Conducts random audits of vendor documentation on a department-wide basis, and as assigned, to determine if field staff are implementing departmental rules, regulations and protocols in the delivery of programs and services;

Reviews vendor billing against budgeted program funds to ensure appropriate charges and to assist in forecasting future programmatic budgeting and expenses;

Participates in discussions and meetings relating to vendor performance to make recommendations based on statistical analyses, random audits and other forms of vendor review in order to develop corrective action plans;

Participates in the review of program staffing, supervision and training provided to staff in the field in order to determine if program staff are implementing program protocols in the delivery services;

May assist in the preparation of departmental fiscal reports;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

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 tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of program planning and evaluation; good knowledge of the principles and techniques of administration; good knowledge of federal and state laws, rules and regulations relating to applicable services/programs; good knowledge of the department's organization, policies, procedures and objectives; good knowledge of research methodologies; good knowledge of data collection techniques; good knowledge of accounting and accounting principles; ability to identify problems and propose solutions; ability to analyze data and draw conclusions; ability to gather and collect statistical data and draw logical conclusions; ability to prepare detailed factual and coherent reports; ability to research laws, rules, regulations and procedures governing applicable services/programs; 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: Possession of a Bachelor's Degree* and two years of experience which involved the analysis, development or control of service delivery systems.

SUBSTITUTION: Satisfactory completion of a Master's Degree may be substituted for one year of the above stated experience.

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.

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