

PROGRAM SPECIALIST (SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position acts as a support specialist by being responsible for assisting in policy and procedure formulation and control, administrative analysis, and monitoring of program-related activities, contracts or payments in the assigned service. Supervision may be exercised over a small number of subordinate clerical or professional staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in planning and formulating programs relating to Child Welfare, Family, Adult or Housing Services, including those involving EDP applications;

In accordance with legal requirements of federal, state and county governments, assists in developing and interpreting procedures and directives for Child Welfare, Family Adult or Housing Services programs;

Discusses and reviews mutual program problems and implications with affected employees, sections and agencies;

Recommends guidelines and instructions to staff concerning program and procedure modifications and implementation;

May during the implementation of new or revised programs and procedures assist in training and supervising affected employees;

Monitors the delivery and aggressively analyzes program services, making recommendations for improvements as necessary and responds to audits and reports;

Assists in the development and monitoring of contracts for services;

Acts as liaison between District Office staff and service vendors or contract agencies to assure that services are provided in accordance with contract provision or purchase agreements;

May supervise centralized financial activities related to the purchase of and payment for services;

Prepares periodic reports of program activities and status.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of services programs, laws and regulations as they relate to area of assignment; good knowledge of the principles and practices of administering social service systems; good knowledge of the department's organization, policies, procedures and objectives as they relate to area of assignment; good knowledge of the principles and practices of supervision; familiarity with the capabilities of electronic data processing; ability to identify potential program problem areas and to formulate and recommend workable solutions; ability to gather and analyze pertinent data;

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd.)

ability to prepare detailed and coherent written reports and procedures; ability to support recommendations both orally and in writing; ability to establish and maintain effective relationships with staff, program officials and other professionals; tact; initiative; resourcefulness; judgment; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and three years professional social casework experience including one year involving the analysis, development or control of social service delivery systems.

Substitution: Graduate* level education may be substituted at the rate of 30 credits* per year for up to two years. There is no substitute for the one-year of specialized 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.