

PROGRAM SPECIALIST (SOCIAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position acts as a support specialist responsible for assisting in policy and procedure implementation of various Social Service programs including Income Maintenance, Medical Services, Family Services, Children Services, or Child Protective Services. This position is also responsible for monitoring program-related activities, contracts, or payments in the assigned service. Supervision may be exercised over a small number of subordinate support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in planning, implementing, and improving Social Services programs, as assigned;

Participates in developing and interpreting procedures and directives for assigned Social Services programs to insure the implementation of departmental, state, and federal policies and program objectives in accordance with federal, state, or county legal requirements;

Oversees and controls reporting procedures manually and on automated systems;

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

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

Monitors the delivery and analyzes program services, making recommendations for improvements as necessary;

Responds to audits and reports;

Assists in the development and monitoring of contracts for services;

Acts as liaison between District Office staff, 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;

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

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

Prepares periodic reports of program activities and status;

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 the theory of organization and the management of personnel resources; good knowledge of the functions, processes and principles of management; good knowledge of the principles and practice of supervision; knowledge of electronic data processing and the systems approach to management; ability to identify problems and propose solutions; ability to analyze data and draw 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: A Bachelor's Degree* and two years of experience in a human services agency and/or an agency contracting with a government human services agency to provide services to customers, one year of which involved evaluating and/or monitoring social service programs or operations for compliance with applicable Federal and State regulations.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Master's Degree* may be substituted for one year of the above stated experience but may not be substituted for the specialized 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 recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.