



COUNTY OF LASSEN
JOB DESCRIPTION

CLASS TITLE:	Program Manager	CLASS CODE	HSS02
DEPARTMENT:	Various	UNIT	MPA
REPORTS TO:	Department Head	FLSA STATUS	Non-exempt
BOARD APPROVAL	12/14/2004 Revised 4/2005 Revised 8/12/2014	RANGE	26/28

DEFINITION

This position performs a variety of complex management and administrative functions for state sponsored Health and Social Services programs or Child Support Services programs.

The incumbent is responsible for the overall design, development and implementation of county, state and federal programmatic policies by the development and improvement of strategic plans for the Health and Social Services Agency or Child Support Services. This position under general direction provides management and supervision to the services and staff of a major program division and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Department Head.

Provides direct supervision over assigned personnel. Provides direction on program requirements to H&SS Departments, or employees in the DCSS Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. (All duties may not be performed by all incumbents.) Other duties may be assigned.

Through intermediate supervisors, plans, coordinates, and directs line operations of the social services and child support program.

Advises and assists professional, paraprofessional, administrative and technical staff in achieving program objectives and maintains program compliance.

Interprets and explains Federal, State, local and/or program rules and regulations to staff and the public.

Assign work and evaluates performance of assigned staff, interviews and makes recommendations for hire. Evaluates and meets with assigned staff on a regular basis. Reviews supervisor and employee evaluations.

Provides professional and technical consultation and takes action on complex program or Department issues.

Gathers needed documentation and recommends disciplinary action.

Ensures that all Agency staff training needs in these areas are met.

Collaborates with other management in formulating policies, procedures, and recommendations for the administration of assigned programs (s) and/or areas.



Conducts and directs organizational, technical, fiscal research and analysis of new and existing programs and special projects to determine feasibility resolve problems and increase efficiency.

Prepares programs analyses and keeps upper management informed of current activities, achievements and operational problems.

Analyzes, interprets, and makes recommendations regarding proposed legislation and regulations, statistical and financial data, and operational problems.

Gather data, identify program needs, analyze resources, and provide budget recommendations to Director as appropriate; monitor and control divisional budget expenditures.

Supervises and/or participates in the preparation of correspondence and administrative, financial, and statistical reports.

Prepares and presents grant applications.

Provides professional and technical consultation on complex program or unit issues.

Performs executive staff functions such as representing Departments and/or making presentations at meetings, conferences, public gatherings, and other professional, governmental and private organizations.

Provides continuous administrative and program liaison activities with service providers.

Advises departmental administration on all matters related to data processing information systems, record maintenance, and program operations.

Keeps Director and management informed of current activities, achievements, and operational problems.

Other duties as assigned

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience

Any combination of experience and education that will meet the requirements of the job. A suggested way to meet the requirement is:

Education: **Range 26** – A bachelor's degree in public administration, business administration, nursing, a related specialty, or a degree appropriate to a social service agency such as Psychology, Sociology, Social Science, etc.

AND

Experience: Two years of experience in a related public social service agency, one of which must have been in a supervisory or lead capacity.

Education: **Range 28** - A bachelor's degree in public administration or business administration and a Master's Degree in a relevant field of work monitored, **or**, a minimum of two years of successful experience as the Lassen County Program Manager (Range 26) and recommendation of the Director;



AND

Experience: Two years of experience in a related public social service agency or child support agency, one of which must be in a supervisory capacity.

Licenses and Certifications

Valid California driver's license is required by the position.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Principles and functions of public health and social services program administration or child support services.

Knowledge of laws, codes, regulations, and practices governing the operation of public health and social services agencies or child support services and the variety of service programs.

Principles and methods of quality assurance, managed care, Federal and State funding sources.

Resources available in the community for referral or utilization in health and social services programs or child support programs.

Principles and techniques of supervision and management.

Effective personnel practices including performance evaluations and progressive discipline.

Principles and techniques of training and staff development.

Ability to:

Analyze problems, select alternatives, and project consequences of proposed actions and implement recommendations in support of objectives.

Collect, interpret, and evaluate narrative and statistical data pertaining to management, service and quality.

Plan, organizes, and directs the work of subordinate staff; establish goals and objectives for assigned programs.

Ensure cooperation and work effectively with other Department heads and managers to implement programs.

Evaluate quality and quantity of individual and Department performance; analyze, interpret, apply and explain rules, regulations, and policies to staff.

Enlist cooperation of and work effectively with community organizations and governmental agencies.

Communicate clearly and concisely, both orally and in writing.



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Establish and maintain cooperative working relationships with staff, other Departments and agencies, the private sector, and the public.

Use standard office computers for word processing and spreadsheets.

Work cooperatively with other employees

ADDITIONAL REQUIREMENTS

Travel within and outside of Lassen County will be required for meetings and training.

Working a flexible schedule as a condition of employment. This means that the hours of work may vary from day to day and may include evenings and weekends.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is often required to travel to and make outside visits – occasionally on uneven surfaces with potential access barriers; to use hands to finger, handle, or feel; reach with hands and arms; and to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision and hearing abilities required by this job include hearing and vision adequate to observe human interaction, and vision to input and access information from a computer system.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet.

ADDITIONAL INFO

Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. Background requirements consist of three components which include, fingerprinting, citizenship verification and law enforcement checks. State agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous investigation for each employee that has access to federal tax information.