

HUMAN SERVICES PROGRAM SPECIALIST 1

KIND OF WORK

Entry-level professional work providing administrative support and implementation of human services programs.

NATURE AND PURPOSE

An employee in this class is responsible for the research, analysis, fiscal review and other administrative services supporting development and installation of human services programs. Responsibility may extend to delivery, ongoing maintenance and modification of client programs or administrative functions offered. Within this generally singular assignment, the employee may work with county human services staff, providers and recipients.

Incumbents may work as part of a team with technical direction from a higher level professional, but supervision is always received from a supervisor of the program.

DISTINGUISHING CHARACTERISTICS

Positions have a singular focus; conducts research, analysis, fiscal review and other administrative services of human services programs including delivery, ongoing maintenance and modification.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Plans and implements systems to collect data available from county human services agencies.

Analyzes benefits activities and prepares aggregate statistical reports.

Receives, investigates, and formulates responses to routine questions from county, department, legislative staff and/or citizens.

Assists in the investigation of program providers and recipients in cases of suspected fraud or misuse.

Isolates and evaluates special problem areas in administration of human services programs.

Researches and enrolls human services providers for participation in reimbursement programs; integrates standards of professional treatment boards.

Assists in coordinating of integrated human services programs.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Working knowledge of statute, rule, and policy governing human services programs.

Working knowledge of principles and practices of human services program delivery systems.

Principles and techniques of program planning, development and evaluation.

Principles of data collection, analysis and presentation.

Ability to:

Apply specific program requirements to questions of general administration and to specific concerns.

Establish and maintain working relationships with federal, state and county offices.

Analyze technical problems and prepare comprehensive reports.

Communicate verbally and in writing.

Work effectively with recipients, providers and facility managers.

Est.: 9/82
Revised: 4/17
Ckd.: 11/92

T.C.: 4/17
Former Title(s): Income Maintenance
Program Analyst