

HUMAN SERVICES PROGRAM REPRESENTATIVE 2

KIND OF WORK

Comprehensive professional work in administering human services programs.

NATURE AND PURPOSE

An employee in this class serves as principal staff specialist for human services programs, which may include monetary, health care, management analysis or non-monetary service programs. This combines highly complex program and administrative duties in statewide planning, implementation and assessment of performance. Employees function with responsibility across program lines or encompassing all aspects of a particular program's operation. Problem solving is directed to issues of policy development, application and modification within overall income maintenance delivery systems. The employee has extensive freedom to act in introducing and maintaining services. Work review is based on broad, operational assignments.

DISTINGUISHING CHARACTERISTICS

Responsible for all facets of a comprehensive program having both deep technical knowledge and broad administrative knowledge. Programs have regional or statewide implications and often lead to long-range changes in service. Programs have high visibility and are often politically sensitive. Recognized experts in their program area.

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

Develops integrated responses to questions of policy concerning multiple programs.

Drafts statutory language offering a departmental proposal for action.

Serves as assistant to division director, assisting with all phases of program management, as required.

Designs highly technical, integrated reporting mechanisms.

Analyses individual, regional and statewide impact of proposed and approved legislation and budgets.

Proposes strategies for cost containment.

Confers with legislators on questions of program and policy development.

Plans overall development/modification of new or existing services including proposed use of resources and standards for program participation.

Assesses, defines and coordinates response to data collection and information analysis needs.

Serves as coordinator of a complex program component with state-wide impact.

Testifies before the legislature representing the department on more than one major, statewide program.

Provides advice and consultation to the Commissioner's office on appeals lodged for more than one program.

Directs the work of other employees, as necessary.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Extensive knowledge of legislation, rule and managerial approaches to human services programs.

Thorough knowledge of the principles and practices of planning and development for human services program delivery.

Thorough knowledge of the principles of policy development.

Thorough knowledge of principles and application of legislative and budgetary analysis.

Thorough knowledge of the legislative process.

Thorough knowledge of principles and techniques of program evaluation.

Considerable knowledge of the principles of staff development.

Considerable knowledge of other human services programs.

Working knowledge of local labor market conditions.

Ability to:

Analyze information needs and initiate comprehensive data collection system.

Communicate complex department policies and program constraints orally and in writing.

Prepare multiple, complex public information/education strategies.

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

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