

HUMAN SERVICES PROGRAM REPRESENTATIVE 1

KIND OF WORK

Professional work in administering human services programs.

NATURE AND PURPOSE

Under limited supervision, initiates and implements Human Services Programs for target groups. Interprets statutes, rules and policies for Social Services staff. Performs related work as assigned. Senior resource person for a statewide program; responsible for the more difficult issues and/or phases of human services program management. May be part of a team responsible for all phases of program planning, delivery and evaluation. May perform lead work. Services as subject matter expert in program/service area.

DISTINGUISHING CHARACTERISTICS

Human Services Program Rep 1 jobs are characterized by substantial freedom of action with the assignment to interpret program policy as opposed to the "application" of policy found at the Human Services Program Specialist 2 level.

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

Serves as coordinator of a specific program with statewide scope.

Interprets legislation and policy for use by county, state and federal staff as well as to inform citizens of their rights and responsibilities.

Plans, develops, installs and monitors program modifications.

Establishes and maintains reporting systems to evaluate program effectiveness.

Develops, defines and delivers training on policy to county human services staff.

Conducts detailed and complex studies of the implementation and effectiveness of large and technical human services programs to ensure legislative goals are achieved.

Directs the work of other employees, as necessary.

Writes and reviews proposed legislation related to human services issues and programs testifying before legislative committees, and soliciting support from outside groups for legislation support of human services issues and programs.

Monitors county and local social services agency compliance with Department policy, rules, regulations and laws.

Develops administrative policy regarding contracts entered into by the Division, county and local Social Services agencies so that contracts meet program needs and are consistent with Department policies. This is accomplished by: devising and producing a model contract and contract preparation guidelines; implementing a contract register; advising division and Social Services agency staff in negotiating a contract; negotiating contracts; writing contract administrative policy guidance; and evaluating contract administration and effectiveness.

Develops fiscal guidelines for state, county and local Social Services programs so that providers are properly reimbursed for services and service continuity is assured.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Legislative and rule-making process sufficient to successfully influence social services programs.

One or more client target groups sufficient to identify their needs and development and implement relevant programs.

Human services program practice sufficient to advise county and local program staff; prepare and revise manual and practice guides, and develop and present training.

Federal and State statutes, rules and regulations sufficient to interpret them verbally and in writing to Department, county and local social services agency staff.

On-going and special funding sources sufficient to acquire funding for new and existing programs and special projects.

Human services delivery system at federal, state, county and local levels sufficient to integrate client-specific programs and address overlaps and deficiencies.

Department organization, programs and policies sufficient to coordinate social services among them.

Skill in negotiating sufficient to negotiate contracts and advise others on how to negotiate contracts.

Verbal communication skills sufficient to advise Department, county and local social services agency staff; articulate policy, rule and statute interpretation; present training sessions and testify at legislative hearings.

Human Services Program Representative 1
Class Specification
Page 3

Ability to:

Write rules, legislation, policies and procedures, narrative reports, bulletins, correspondence, manual and practice guide material.

Develop collaborative relationships with social services staff at federal, state, county and local levels.

Est.: 3/86
Revised: 4/17

T.C.: 4/17
Former Title(s): Social Services Program Advisor