

HUMAN SERVICES PROGRAM CONSULTANT

KIND OF WORK

Senior professional policy, legislative, service delivery or compliance work in administering human services programs.

NATURE AND PURPOSE

Under administrative direction, an employee in this class is responsible for coordinating all legislative, policy, service delivery, or compliance activities for a human services program, 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 across multiple programs. Employees function with responsibility across program and agency lines or encompassing the operation of multiple program activities. Problem solving is directed to issues of policy and legislative development, application and modification within overall human services programs and delivery systems. Responsibility includes the establishment of goals and objectives, development of policy strategies, and representing agency views and policies with external clients or colleagues. The employee has extensive freedom to act in introducing and maintaining services.

DISTINGUISHING CHARACTERISTICS

This classification differs from the Human Services Program Rep 2 in that the Consultant scope of responsibilities extends across administrations and occasionally across agency lines with authority to develop legislation, policy, delivery systems and to ensure compliance with applicable laws and regulations. The Human Services Program Consultant provides technical consultation on legislative and compliance issues to employees in the Human Services Rep 2 class. The Human Services Rep 2 positions typically are focused on a single program area, whereas the Consultant affect all program areas. In addition, the Rep 2 focuses on an individual aspect of federal compliance or policy, whereas, the Human Services Consultant is responsible for coordination of all compliance or legislative activities.

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

Advise management concerning recommended policy changes and situations requiring immediate attention.

Develops integrated responses to questions of policy concerning multiple programs. Draft technical and policy-oriented educational materials, manuals and guidelines to provide the means to educate and inform citizens and service providers

Drafts statutory language offering a departmental proposal for action.

Serves as an advisor to the division director, coordinating with all phases of program management, as required.

Designs highly technical, integrated reporting systems.

Coordinate the planning, development, and implementation of departmental legislation. Analyses individual, regional and statewide impact of proposed and approved legislation and budgets.

Participate in the budget process and assist management to secure and account for administrative program budgets to develop the legislative budget, coordinate budget requests, and assign costs to the appropriate budget categories.

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 multiple complex program activities that have several components with state-wide impact.

Provide technical expertise on complex state and federal policies to assist government entities in complying with requirements of applicable laws, to assist citizens in understanding and exercising rights provided to them, and to assist agencies to implement strategies for effective service delivery.

Serve as federal compliance specialist/technical expert to incorporate mandates into state law and administrative rules by interpreting federal legislation, laws, regulations, policies and directives relating to human services programs in Minnesota.

Conducts detailed and comprehensive studies of governmental programs so that management and client groups are informed about program activities, program needs and future program services are identified.

Coordinate planning projects by agencies in state, local and federal government. Evaluates progress of local, state and federal planning projects and makes appropriate recommendations.

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.

Advanced knowledge of the principles of policy development.

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

Advanced knowledge of the legislative process.

Thorough knowledge of principles and techniques of program evaluation.

Considerable knowledge of the principles of project management.

Advanced knowledge of other human services programs.

Working knowledge of local labor market conditions.

Federal laws/regulations, legal, political and legislative (state and federal) processes, procedures, and documents sufficient to advise the state and keep its human services programs in federal compliance.

Federal audit/investigation processes, procedures, and documents sufficient to understand challenges to the activities, expenditures, and practices of state and local agencies relating to the use of federal funds under human services programs.

Health planning principles and practices sufficient to understand Minnesota's health care systems, health care provider roles and responsibilities, budgeting, and financing alternatives.

State requirements and procedures sufficient to draft and process contracts.

Accounting practices sufficient to apply the principles of financing, accounting, and budget planning.

Principles of group dynamics and mediation sufficient to facilitate and resolve disputes and problems.

Ability to:

Apply technical expertise and extensive knowledge of federal regulations sufficient to monitor and investigate agency activities and documents relating to federal human services program compliance.

Synthesize complex and conflicting points of view and present cases sufficient to represent another party and to facilitate resolution among diverse interests.

Monitor, interpret, apply, and assess the program, policies, and budget sufficient to: 1) understand the implications of interactive federal and state laws, rules, and regulations and, 2) identify, articulate, analyze and resolve complex problems having short and long term implications.

Use statistical methods sufficient to conduct formal and ongoing informal program and policy analyses and evaluation.

Coordinate and direct the work of others, as well as develop presentations and educational materials sufficient to train, and motivate individuals and groups.

Write complex technical documents sufficient to satisfy the requirements of, and as a basis for, law, rules, department policies, bulletins, legislative reports and contracts.

Est.: 04/93
Revised: 4/17

T.C.: 4/17
Former Title(s): Health Care Compliance
Specialist Senior