

HUMAN SERVICES MANAGER 3

KIND OF WORK

Managerial work directing a human services program or operation.

NATURE AND PURPOSE

Under administrative direction, an employee in this class directs one of multiple statewide human services programs or operations. This includes planning, implementing, and evaluating the application of fiscal, human, and technical resources to respond to the programs' current and long-range projected needs.

DISTINGUISHING FACTORS

This classification differs from other Human Services Program Managers in both complexity and size.

Level	Scope/Complexity
HSP Mgr 1	Program single focus program of moderate size or as a portion of a larger multi-faceted complex program
HSP Mgr 2	Manage programs or functions across divisions; integrate programs or functions across divisions or division sections
HSP Mgr 3	Large diverse, complex and inter-related; large-scale, high-visibility state operations

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

Manage, direct, develop, and implement services for the program area so that programs are responsive to recipients' needs and services are delivered in accordance with accepted standards by: establishing goals and objectives; developing performance objectives and timetables; and developing work plans.

Propose and administer the programs' budget based on projected needs so that programs objectives are met in a timely and efficient manner within fiscal resources by: reviewing and comparing cost and service information, and adjusting the program to fiscal and human resources.

Direct the programs' employees so that they effectively perform their assigned job duties and contribute to the achievement of the program's objectives by selecting appropriately skilled and experienced employees; by rewarding or disciplining employees; recommending promotion, suspension, discharge or change in status; training and directing employees in the execution of their job duties.

Plan and design services based on program participants' assessed needs, policy guidelines, special work methodologies, and professional practice to ensure that effective programs are provided which relate to participants' needs by integrating these factors with human and fiscal resources.

Provide information to the legislature, local agencies/counties and other divisions of the department by: analyzing data needs; assigning staff to prepare data into meaningful statistics; and directing and/or designing special reports.

Assign and direct special projects to systematically assess service needs in specific program areas by: reviewing projected service needs based on population statistics; consulting with local organizations; and coordinating the efforts of staff as they develop relevant measurements.

Direct special projects to ensure that the efforts of project staff focus on key issues and that work is completed within established time frames by: evaluating project methodology, timetables, objectives, and project staffing and budgets.

Provide program staff with current information regarding program policies and standards to ensure that services are provided in accordance with requirements by: developing and maintaining written policy manuals; providing interpretations of policies as they apply to the program; and training staff in the application and interpretation of policies and requirements.

Develop cooperative program and shared service agreements with other service providers to improve the quality of services and to control costs by: meeting with other service providers to identify and define possible areas of cooperation and establishing terms of the agreements.

Develop an overall plan for communicating with elected and appointed officials, employees of other government units, employees of other state divisions, advocacy groups, private providers and private citizens to provide an improved understanding of the role of the program in the overall network of services, to obtain input on needed services, and to market program services by: identifying information of importance to each group and determining the best means of conveying that information.

Provide input to ensure that program management issues are addressed by: reviewing proposed changes in policies and requirements in terms of recipients' needs; current and potential program resources; and programming/treatment principles; and preparing responses to the changes.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Social work treatment methods applicable to program recipients' needs sufficient to design, implement, and evaluate effective, integrated services.

Management principles sufficient to ensure efficient use of staff.

Community resources sufficient to integrate services into the overall Service Provider Network to ensure successful release into the community and/or adequate service and protection.

Resource requirements and costs sufficient to compile and present a budget to meet projected levels of service.

Public speaking sufficient to ensure an accurate understanding of Department of Human Services programs and services.

State and departmental administrative policies relating to human services programs to ensure that requirements are met in designing long-term plans, monitoring assigned program areas and developing plans for strategic action.

Treatment/programming methods applicable to the disability group sufficient to design, implement, and evaluate an effective, integrated, individualized program of services.

Needs assessment methods sufficient to guide the efforts of assigned staff in preparing short and long-term service plans.

Dynamics of committee and task force groups sufficient to ensure that desired input is obtained, committee efforts focus on key issues and that facility staff and community representatives are utilized effectively.

Training principles sufficient to ensure that staff understand program directions and requirements.

Assigned program areas sufficient to organize and direct effective service delivery.

Ability to:

Plan an integrated program of services for assigned program areas.

Supervise and motivate program staff.

Translate agency needs and legislative/statutory requirements into program services.

Communicate orally and in writing so that programs' goals, plans and requirements are understood.

Est.: 10/2017

T.C.:

Former Title(s):