



CLASS SPECIFICATION

Class Code: 6133
Date Est: 01/2002
Last Rev: 08/2018
Last Title Chg: 08/2018
FLSA: exempt
Probation: 12 Months

HUMAN SERVICES PROGRAM SPECIALIST

DEFINITION

Under direction, performs high level administrative duties to promote positive outcomes for the child welfare and indigent populations to include comprehensive research and analysis to develop policy and departmental programs in conjunction with federal regulations, state laws and standards. Provides quality assurance through child welfare and indigent program and contract evaluations to ensure the consistent application of mandated regulations and standards; identifies needs and provides training for professional staff; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in social work, criminal justice, psychology, sociology, education or a closely related field AND four years performing in indigent and/or child welfare programs including three years supervising cases and/or program implementation related to social services and the indigent population: OR an equivalent combination of educations and experience.

LICENSE OR CERTIFICATE

N/A

SUPERVISION EXERCISED

May provide work coordination and direction for other staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Develop policy and procedure manual for child welfare and indigent services provided by the department, including researching state material, incorporating federal law/regulation, state statute and best practice standards.

Conduct policy and program assessment based on department need or as indicated by federal or other statute.

Research policy areas and develop policy and program recommendation.

Implement new policies, procedures and contracts to maintain compliance with changes in laws on an on-going basis.

Participate in the development of department goals and objectives that support the child welfare and indigent programs, disseminate information and facilitate meetings on related issues.

Analyze and interpret local application of federal and state laws and regulations that impact child welfare and indigent programs operated by the department to clients, the general public and community organizations.

Provide technical assistance and training to department staff on policy and contract interpretation, planning and development.

Support the department's legislative activities by analyzing proposed legislation to assess the impact on the department's programs, clients and service delivery system.

Participate in the development of department opinions and positions on proposed legislative issues and present testimony to legislative committees.

Provide consultation for field implementation of contract, legislative and other policy initiatives through the development of policy, program forums and updates of policy and procedure manuals.

Participate in the collaborative development of strategies and partnerships to insure the child welfare and indigent services delivery system is available to staff and support improved services.

Represent the department on committees, boards, government agencies and community meetings.

Supervise the activities and performance of assigned staff and insure development and training.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner, which does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Washoe County Human Services departmental policies and procedures.

Countywide personnel policies such as sexual harassment, discrimination and EEO.

Programs and services offered by the Department of Human Services and other health and human services agencies.

State and local laws that apply to child protection and indigent services.

Social service agencies and their inter-relationship with other departments and community resources.

Computer software specific to the department/division.

Ability to:

Select, supervise and evaluate staff.

Apply legal principles of social welfare to program administration and development.

Provide consultation and coordination related to program contracts, policy and practice.

Entry Level *(Applicants will be required to demonstrate these through written, oral, performance or other evaluation procedures.)*

Knowledge of:

Social work principles and practices as applied to child welfare and indigent services.

Operations, services and activities of a comprehensive child welfare and indigent program.

Federal and state laws and regulations pertaining to child welfare and indigent programs.

Public welfare programs offered at the federal, state and local levels.

Principles and practices of general program development, implementation and evaluation.

Principles and practices of management and supervision.

Legislative processes and procedures.

Ability to:

Direct and monitor the work of others; provide training and coaching when necessary.

Analyze information, project consequences of proposed actions, and develop appropriate recommendations.

To interpret and apply pertinent laws, regulations and standards including departmental policies and procedures.

Translate federal and state laws/regulation into department policy.

Supervise personnel, including training, assigning and reviewing work, administering discipline and conducting performance evaluations.

Develop and implement strategies to meet the goals of assigned programs and services in order to optimize efficiency and meet client needs.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency.

Communicate clearly and concisely both orally and in writing.

Compile data and prepare a variety of reports, correspondence and other written materials.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Establish, maintain and foster effective working relationships with those contacted in the course of work.

Effectively represent the department and maintain collaborative working relationships with clients, public officials, community representatives, other governmental agencies, division staff and representatives of other departments.

SPECIAL REQUIREMENTS *(Essential duties require the following physical abilities and work environment.)*

Ability to sit for extended periods. Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, copiers, telephone, and FAX machine.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.