



Human Services Program Manager

Category: Classified/Excluded
Pay Grade: C28
Job Code: 18110

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

This is professional administrative and supervisory work coordinating the development and enhancement of new and existing programs related to the delivery of human services. An employee in this class is responsible for overseeing complex research, policy, and program development. The incumbent is responsible for program evaluation, contract administration, grant administration, report generation, outcome assessment, quality assurance/quality improvement, legislative monitoring/evaluation, special research projects, and other Human Services related processes. Senior Human Services managers rely upon the performance of the incumbent to maintain efficient and effective agency processes for delivery of services. The incumbent demonstrates and applies expert knowledge and a clear understanding of the decision making processes within the Human Services system. Assignments are usually broad in scope and require considerable independent judgment and decision making. The incumbent reports to the Director, Deputy or designee.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Coordinates the development of system based research related to Human Services and other related systems;
- Conducts research on policies, processes, and programs; provides review of budget materials, analyzes data, develops system policies and programs, and performs program evaluation;
- Leads or assists with task teams related to department strategic planning, programs, initiatives, etc;
- Facilitates department's Quality Assurance and Quality Improvement Programs;
- Coordinates and conducts research of available grant opportunities;
- Coordinates budget research, preparation and management of mental health and community based grant programs including fiscal and program reports, fiscal forecasting, amendments, goals and objectives and problem resolution;
- Coordinates and conducts review and critique of legislation and other proposals related to health and human services for impact and appropriateness, making policy recommendations on solutions or courses of action;
- Confers with public and government officials serving as county liaison or contact with various state and local boards, committees, and task forces associated with health and human services, and mental health and homeless services coordination;
- Interviews candidates and hiring staff, and ensures that staff are properly trained and certification once hired;
- Provides ongoing opportunities for updated trainings, webinars, and re-certifications as needed;
- Coordinates and conducts complex program evaluations as needed, sometimes involving several agencies, multiple programs and jurisdictions;
- Purchases items needed for program operations, reconciles, and submits monthly expense reports;
- Performs site visits at outreach events to ensure staff attendance and safety.
- Coordinates and conducts research and prepares reports on program effectiveness; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Seven (7) years in social services/health and human services program/outcome management, grant writing, contract management, or related field that includes one (1) year experience in supervision or management; or Associates degree with major coursework in social services, public administration, business administration, or a related field and five (5) years of experience as described above; or Bachelor's degree and three (3) years of experience as described above; or Master's degree and one (1) year experience as described above; or an equivalent combination of education, training and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the practices and principles of management theory and public administration;
- Knowledge of the principles and practices of health and human services work and casework methods and techniques;
- Knowledge of the principles of statistical analysis, including statistical applications;
- Knowledge of laws, rules, and regulations relating to public assistance, mental health, and other health and human services programs;
- Knowledge of federal, state and local regulations pertaining to public welfare, hospitals, mental health programs and systems and related operations;
- Knowledge of principles and procedures of governmental budget preparation, audit and recordkeeping;
- Skill in communicating effectively with governmental officials, community organizations, staff personnel, and the public;
- Skill in mediating problems and resolving issues between and with countywide agencies and organizations;
- Ability to monitor, supervise and coordinate a broad range of complex HHS related programs;
- Ability to apply computer applications and software;
- Ability to demonstrate proficiency in data manipulation and sampling techniques within business applications of computer software;
- Ability to prepare clear and comprehensive reports, recommendations and proposals, and presentations, verbally and in writing;
- Ability to analyze problems/facts and make appropriate recommendations clearly and concisely, both orally and in writing;
- Ability to work independently on complex tasks, analyze and solve administrative problems, and render advice or assistance to the County Administrator, County Commission, Department Director and local agency directors;
- Ability to stay abreast of current policy and program trends, developments and changes related to health and human services, mental health and substance abuse programs, regulations and laws.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work and requires exerting up to 10 pounds of force occasionally and negligible amount of force constantly to move objects. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.

- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

WORKING CONDITIONS

Work is typically performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.