



Human Services Program Analyst

Category: Classified/Excluded
Pay Grade: C25
Job Code: 18120

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

Performs professional administrative work which requires researching, analyzing, and recommending appropriate action related to a variety of health and human services, mental health, and community-based projects or programs; provides administrative assistance to the director in planning, researching, directing, and implementing departmental efforts for best practices, outcome measurements, grant funding, and budget administration, multi-jurisdictional program planning and policy development, and monitoring and evaluating legislation; may be fiscally responsible for distribution of federal, state, and County grant funds, reviewing and evaluating multiple budgets, and assisting with development of internal financial controls to ensure compliance with federal, state, and County guidelines.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Researches and recommends best practices for department and countywide issues and initiatives;
- Researches, reviews, recommends, and collates outcome measurements for internal and external programs;
- Leads or assists with task teams related to department strategic planning, programs, initiatives, etc.;
- Researches available grant opportunities;
- Researches budgets and prepares and manages mental health and community-based grant programs, including fiscal and program reports, fiscal forecasting, amendments, goals and objectives, and problem resolution;
- Initiates, organizes, and conducts County's mental health funding application process reviewing agency budgets and proposals for appropriateness of funds, duplication, and coordination of efforts, recommending funding cutbacks or expansion;
- Prepares and monitors mental health and community funding contracts, establishes controls, and monitors payment of grant funds;
- Reviews and critiques 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;
- Conducts complex program evaluations as needed, sometimes involving several agencies, multiple programs, and/or jurisdictions;
- Conducts research and prepares reports on program effectiveness;
- Leads or supports onsite reviews by performing interviews and conducting field observations;

- Assists clients in obtaining housing and provides mediation and advocacy with landlords on clients' behalf;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Eight (8) years of experience in social services/health and human services, grant writing, contract management, or related field; or an Associate's degree in social services or a related field and six years of experience as described above; or a Bachelor's degree in social services or a related field and four (4) years of 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 knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the principles and practices of health and human services work and casework methods and techniques;
- Knowledge of methods and techniques involved in conducting administrative or special studies;
- 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 public administration principles and practices;
- Knowledge of principles and procedures of governmental budget preparation, audit, and record keeping;
- Knowledge of computer operations and office automation.
- Skill in communicating effectively with governmental officials, community organizations, staff personnel, and the general public;
- Skill in mediating problems and resolving issues between and with countywide agencies and organizations.
- Ability to establish and maintain effective working relationships with other federal, state, and County operational units;
- Ability to prepare clear and comprehensive reports, recommendations, proposals, and presentations, verbally and in writing;
- Ability to analyze facts, maintain records, and prepare reports and correspondence;
- Ability to work independently on complex tasks, analyze, and solve administrative problems, and render advice or assistance to the County Administrator, County Commission, and/or 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 which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.

- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- 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.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.