



Human Services Program Administrator

Category: Exempt
Pay Grade: E27
Job Code: 18154

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 management level work requiring strong leadership and decision-making skills; coordinates, supervises, and oversees the activities related to the Financial Assistance, Case Management/Alternative Benefits, Emergency Home Energy Assistance for the Elderly, and Indigent Funeral Programs within the department; performs budget preparation, program planning, staff selection, coaching, and counseling.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Plans, assigns, trains, supervises, and evaluates the work of assigned staff;
- Develops, implements, and evaluates program services;
- Manages and communicates with department staff on activities related to the health and human services programs, including department plans as well as provides guidance and advice to supervisors in resolving service delivery related issues or administrative problems;
- Represents department on health and human services committees and coalitions;
- Oversees, receives, and resolves complaints from providers and the public regarding service matters and assists in the preparation and execution of the department budget;
- Evaluates and monitors projects and contracts for federal, state, and County programs;
- Researches, develops, and implements new initiatives, programs, policies, and procedures;
- Reviews appeals of reconsideration requests as well as supports and maintains important official records within the department;
- Acts as a department liaison representative with state, federal, and local agencies or organizations, coordinating a broad range of programs and services;
- Motivates, trains, disciplines, evaluates, and recruits personnel;
- Evaluates staff performance and provides feedback and recommendations to supervisors and staff;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Ten (10) years of technical and professional experience in social work/health and human services or related field that includes two (2) years of supervisory experience; or a Bachelor's degree in social work, psychology, sociology, public administration, or a related field and six (6) years of experience as described above; or a Master's degree 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 of case work methods and techniques;
- Knowledge of laws, rules, and regulations relating to health and human services assistance programs;
- Knowledge of services offered by the County and other local public and private community service agencies;
- Knowledge of federal, state, and local regulations pertaining to health and human services, hospitals, nursing/convalescent homes, and related operations;
- Knowledge of administrative and supervisory techniques, practices, and procedures;
- Knowledge of recent developments, current literature, and sources of information in health and human services, hospitals, nursing homes, and institutional administration;
- Ability to develop and maintain effective working relationships with health and human services professionals, community organizations, staff personnel, and the public;
- Ability to compose correspondence and prepare and submit comprehensive reports;
- Ability to apply computer applications and software.

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:

- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- 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.