

DESCRIPTION: Under administrative direction, responsible for the administration, direction and organization of a major Unit located within the Department of Health and Human Services which represents a major part of the agency's total operations and consists of complex, multifunctional programs with a statewide impact; plan, organize and direct Unit functions and ensure activities are carried out efficiently and in compliance with applicable regulations and guidelines through the work of subordinate supervisors, managers, vendors and contracts; perform administrative functions required to support Unit operations including budget preparation and maintenance, program planning, developing program strategies, problem resolution, services monitoring and policy development; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first classification level of two within the DHHS Administrator class series. Positions allocated to this class are responsible for the administration of a complex Unit consisting of multiple programs that are not distinctly diverse in nature and which have a statewide impact. Decisions are made at this level that impact numerous programs, Offices and Units agency wide. Incumbents oversee and monitor the work of subordinate managers/supervisors and program staff, develop and implement Unit wide policies and procedures with some impact on Division operations and conduct long-range planning for their responsible Unit. Interface typically occurs across Divisions and significant judgment is required to form conclusions. Incumbents typically report to a higher level within the DHHS Administrator class series or other top level executive.

The two classification levels (DHHS Administrator I and DHHS Administrator II) are distinguished by the scope and complexity factors of the Unit administered, the impact Unit programs have on other areas of the Division and Agency, and an overall assessment of various administrative factors including budget size, amount and type of staff supervised, funding sources, organizational size and structure, reporting level, political and legal ramifications, visibility and interest factors and interface. Positions allocated to the DHHS Administrator II class perform all duties expected at the DHHS Administrator I level for a complex and major Unit with a large number and type of staff, where programs within the Unit are diverse in nature, significant budget responsibilities exist with the delicacies of multiple and unrelated funding sources, where programs administered have significant political and legal ramifications and activities are constantly under scrutiny and focus is less on program operations and more on broader, overarching strategic planning and systems analysis. Positions in this class are responsible to develop policies of significant scope and impact, lobby for changes or enhancements for Unit to agency staff and external partners including elected officials and use significant judgment to resolve problems and identify new program initiatives. Incumbents typically report to a Director or Deputy Director.

This class is differentiated from positions allocated to the Program Manager class series who are responsible for oversight of a single, complex program or multiple independent programs through the work of program staff and/or subordinate supervisors. Positions in this class series typically report to an Administrator, perform day-to-day, tactical planning (rather than long-range strategic), develop and recommend policies and procedures limited in scope to the programs managed or Office assigned and are responsible to have a greater working knowledge of the daily tasks necessary for efficient operation of the program(s) managed.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Plans, organizes and directs all activities of a complex Unit consisting of statewide programs by developing and administering program objectives, strategies, procedures, policies, priorities and securing resources to carry out goals and objectives mandated by law, regulation or established priority.

Administers Unit programs under complex federal, State and agency regulations requiring application of broad management practices using significant judgment to interpret and apply applicable policies, statutes, regulations and guidelines.

Develops, recommends and implements policies and procedures to respond to changes in program needs, objectives, priorities and to improve the effectiveness of service delivery and program operations; policies developed pertain to programs within the assigned Unit and have significant statewide impact with some affect on Divisional policies; interprets Unit wide policies and procedures for staff, stakeholders, community members and governing bodies.

Determines or recommends program policy by analyzing all pertinent issues and information, assessing the impact of proposed policy on the provisions of services, and determining/securing the resources necessary to implement such policy.

Confers with program staff, other administrators, client interest groups, and private organizations to discuss agency programs and/or policies, resolve problems and explain proper application of policies; coordinates activities so that goals/objectives are achieved and facilitates quality service delivery.

Directs Unit budget preparation; coordinates resources (human, financial and physical) for effective utilization necessary to operate and maintain assigned Unit, programs and services; reviews Unit sub-programs on a recurrent basis to identify areas warranting additional fund allocation and the necessity of continuing program activities.

Directs and conducts studies and research utilizing management tools to continually monitor program services and efficiencies; reviews findings and prepares reports and other publications to investigate and assess program and operational trends, issues, and program objectives and accomplishments and develops and implements action plans to address deficiencies.

Establishes strategic plans and utilizes a quality assurance/performance improvement program to evaluate organizational performance relative to program objectives and goals and identifies and structures the direction programs should take to provide necessary products or services.

Directs program operations through subordinate managers; establishes functional work activities and organizational relationships necessary to meet Unit goals/objectives; participates in the selection of subordinate supervisors/managers and key program employees; represents agency management in dealing with employee relations issues such as grievances, complaints and other pertinent personnel matters.

Interacts and communicates with top level agency management, agency staff, members of the general public, other state agencies and local community organizations to resolve problems, interpret policies and regulations, negotiate/influence actions, secure cooperation and agreement and promote awareness of Unit programs.

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Coordinates with public/community groups, contractors and providers regarding planning for and providing effective program services with high visibility and interest issues; negotiates with and influences others in a diversity of competing interests to obtain cooperation/agreement.

Represents the agency at national and state meetings or other informational sharing events as the subject matter expert to ensure information regarding Unit programs are accurately conveyed; may participate as a member of a national, state or local community organization board or committee.

Collaborates with managers, administrators and Division Directors and Deputy Directors on operational problems that have Division wide impact.

Participates in statewide planning for Unit operations and program activities; identifies, recommends and develops Unit/program initiatives based upon planning outcomes and needs assessment.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: federal and State laws and regulations relevant to the directed program; quality assurance/performance improvement principles and methods of analyzing continuous improvement; business and management principles including strategic planning, resource allocation, human resources, leadership and coordination of people and resources; principles of supervision and staff development; budget administration practices.

Skill in: communicating to convey information so others will understand; using logic and reasoning to identify strengths and weaknesses of alternative solutions; identifying complex problems to develop and evaluate options and implement solutions.

Ability to: learn, apply and interpret agency policies and procedures relating to areas of responsibility; identify and relate pertinent pieces of information to form conclusions; establish program objectives or performance goals and assess progress; identify and analyze organizational and operational problems and develop and implement timely and economical solutions; formulate policies to meet identified needs, goals or objectives; respond to changes in direction, priorities and agency values; perform high level analysis; apply principles of logic or synthesis functions involving planning and direction of interrelated activities in multiple departments; identify and integrate concrete and abstract variables to formulate approaches to major problems; exercise judgment, decisiveness and creativity in critical and/or unexpected situations; establish and maintain satisfactory working relationships with managers/administrators, community organizations and the public; plan, assign and supervise the work of others.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor's Degree in public administration, social work, human development, public health, behavioral science, law, finance, human resources or other related field AND two years experience with program management in a human services field directly related to the assigned program area including supervisor or manager experience; OR a Master's degree in any of the above mentioned fields. Experience may be substituted for the educational requirement on a year-for-year basis.

SPECIAL NOTES:

Some positions in this class may require an applicant to possess a current professional license/degree/certificate within a professional field of health care and/or experience specific to the assigned program prior to appointment to the class.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).