

**DESCRIPTION:** Under administrative direction, responsible for the administration, direction and coordination 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 multiple complex and diverse, multifunctional programs with a statewide impact; establish and direct Unit objectives and strategies and ensure activities are carried out accordingly and in compliance with applicable regulations and guidelines through the work of subordinate managers, vendors and contracts; formulate policies of significant scope and impact which cross agency programs and services; perform administrative functions required to support Unit operations including budget preparation and maintenance, program planning, developing and implementing program strategies, problem resolution and services monitoring; 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 second classification level of two within the DHHS Administrator class series. Positions allocated to this class are responsible to perform all duties expected at the DHHS Administrator I level for a complex and major Unit with a significantly large amount and type of staff, where programs within the Unit are diverse in nature, significantly large budget resources where 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 day-to-day program operations and more on broader, overarching strategic planning and system analysis. Positions in this class are responsible to develop policies of significant scope and impact, lobby for changes or enhancements for Unit or agency staff and external partners including elected officials and use significant judgment to resolve problems and identify new and major program initiatives. Decisions made at this level hold major impact on agency programs and shared accountability for errors is limited. Incumbents typically report to a Director or Deputy Director.

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 I 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.

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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.)

Establishes, directs and controls all activities of a major and complex Unit consisting of diverse, statewide programs by developing and administering program objectives, strategies, policies and priorities and securing and allocating resources and budgets necessary to carry out the goals and objectives mandated by laws, regulations or established priorities.

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.

Formulates and implements or directs the development of policies, rules and regulations of significant statewide impact with some affect on agency policies; interprets Unit wide policies and procedures for staff, stakeholders, community partners, public, governmental officials and other external partners.

Develops, recommends and implements new or revised policies, procedures, and guidelines to respond to changes in program needs, objectives, priorities, and to improve the effectiveness of service delivery and program administration operations.

Establishes and monitors operating procedures, objectives, goals and priorities necessary to ensure programs meet overall mission of agency and associated programs; coordinates activities of agency staff, vendors, contractors and other external partners to ensure programs meet agency mission and goals; reports on program accomplishments to the highest level of management and justifies critical program changes.

Directs Unit budget preparation; coordinates resources (human financial and physical); secures, coordinates and manages resources and budgets necessary for operation of a complex and major Unit through subordinate managers, vendors, contractors, providers and/or other external partners; reviews Unit sub-programs on a recurrent basis to identify areas warranting additional fund allocation and the necessity of continuing program activities.

Performs strategic and long-term planning for assigned Unit and establishes long-range program requirements and objectives; utilizes management tools to evaluate organizational performance relative to plan objectives and goals and identifies and structures the direction programs should take to provide necessary products or services.

Directs and conducts studies and research, reviews findings, and prepares reports and other publications to investigate and assess program and operational trends, issues, and program objectives and accomplishments; develops and implements new and major initiatives.

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Confers with program staff, other administrators, client interest groups, governmental officials and private organizations to discuss agency programs and/or policies, develop strategies to address operational problems that influence the agency structure, resolve problems, influence outcomes, explain proper application of policies, coordinate activities to achieve goals and objectives and facilitate quality service delivery.

Imparts decisions that have considerable impact on the total operations of an agency and that require significant judgment and interpretation of broad and unrelated guidelines to be applied to emergency, critical or unexpected situations where errors in judgment could cause significant disruption or risk to the agency.

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

Interacts and collaborates 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.

Collaborates with Unit staff, subordinate managers and administrators, Division Directors and Deputy Directors on operational problems where errors have the potential to affect operations agency wide.

Serves as agency subject matter expert for Unit operations and speaks on behalf of the agency to provide information and reach agreements where competing interests, multiple considerations and an absence of standards exist; represents the agency at national and state meetings or other informational sharing events.

**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 programs 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; 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, elected officials 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 program related field AND four years of experience in a field related to the assigned program area including supervisory experience; OR a Master's degree in any of the above mentioned fields and two years commensurate experience. Equivalent experience or coursework/training 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).