

DESCRIPTION: Under general supervision to administrative direction, responsible for the management and oversight of a single, complex office consisting of one or more complex programs with diverse subprograms or activities within the Department of Health and Human Services. Performs activities necessary to plan, organize, implement and evaluate all program components through the supervision of subordinate supervisors and/or high-level professional program staff; manages the resources necessary to operate and maintain program and Office functions; reviews and revises program operating policies, procedures, objectives and goals within agency or regulatory guidelines; coordinates services with other State, local and federal agencies, health professionals, and service agencies; 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 in the DHHS Program Manager II class series. Positions allocated to this class are responsible for the management of a complex program(s) within an Office. Decisions are made at this level that impact other program functions within the assigned Office and Unit. Incumbents oversee and monitor the work of subordinate supervisors and/or high-level professional program staff, develop Office procedures, provide substantive input into Unit policies and procedures and perform planning actions which directly impacts the functions and activities of their assigned program(s). Incumbents generally report to a DHHS Administrator I or II or other classification found at the Unit Administrator level.

This class is distinguished from the DHHS Program Manager I class by the scope and complexity factors of the assigned program(s), the amount and type of staff supervised, reporting relationships and impact of decisions on other Office programs.

This class is distinguished from positions allocated to the DHHS Administrator class series who are responsible for the administration of a complex Unit consisting of multiple programs that are distinctly diverse in nature and which have statewide impact. Positions in this class generally report to a Director or Deputy Director or other classification found at the Section Administrator level. Positions allocated to this class series manage through subordinate managers, develop and implement Unit wide policies and procedures which impact Division operations and conduct long-range planning for a Unit.

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, directs and manages the activities of one or more complex programs within an Office through the supervision of supervisors and/or high-level professional program staff.

Plans, assigns and directs the technical/operational activities of assigned supervisory and professional staff to attain the goals and objectives of the Office and ensure consistent application of administrative and program policies, procedures, standards and guidelines; ensures work performed within the assigned Office is in compliance with agency, federal and State rules and regulations,

Plans for and manages the resources necessary to operate and maintain a program(s) of broad scope; prepares grant applications, federal and State plans and plan amendments, program impact evaluation plans and reports; monitors grant activity and program budget to ensure fiscal and grant objectives/responsibilities are met.

Develops budget proposals for major program expenditures such as program activities, staffing, facilities and equipment; participates in the development of agency policy pertinent to overall organizational and financial management issues.

Develops and recommends new and revised statutes, rules, policies and procedures to respond to changes in operational/program needs, objectives and priorities and to improve the effectiveness of the assigned program(s).

Confers with higher level management officials/supervisors and program and delivery staff to discuss and resolve administrative problems that impair the effectiveness and efficiency of operations and activities relating to administration of services or program content and objectives.

Promotes awareness of total quality management practices, including a commitment to bring about positive organizational change through the use of processes, tools, education, recognition and communication. Fosters teamwork using disciplined problem solving decision making approaches.

Develops and discusses procedures and policies with staff to ensure understanding and adherence of established goals and objectives and the agency's approach to the accomplishment of program responsibilities.

Plans, develops, and/or coordinates pilot projects related to programs and/or services to facilitate the establishment and evaluation of new or innovative program activities.

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

Knowledge of: the principles and practices of management; business and management principles including planning, budgeting, resource allocation and human resources; the principles of grant writing and grant administration; the techniques of research, planning and evaluation; work performance or other standards of development; program analysis/evaluation; policy development.

Skill in: communicating to convey information so others will understand; performing quality assessment reviews and evaluating program effectiveness; identifying problems and developing options for solution.

Ability to: plan, assign, direct and evaluate the work of subordinate staff; learn, apply and interpret State and federal statutes and regulations relating to assigned program(s); learn, apply and interpret agency policies and procedures relating to the assigned program(s); develop and maintain effective relationships with program representatives and the public; apply instructions; implement objectives and performance goals; assess progress toward achievement of objectives and adherence with standards and/or policies; summarize program and administrative data/statistics into reports; formulate short-term plans; manage time and workflow of oneself and that of others to meet deadlines; demonstrate professionalism; operate basic computer software and hardware.

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 business or public administration, social/behavioral sciences, education, health sciences, public health, education, law or related field and one year experience in program planning, implementation, budgeting, monitoring, evaluating, marketing a program or service and supervising/managing staff. Related coursework, training and/or education may substitute for the Bachelor's degree 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).