

**DESCRIPTION:** Under limited supervision plans and coordinates the development, administration and evaluation of a statewide health and human services program(s); serves as a resource and consultant to provide technical assistance/advice to agency staff, clients and service providers; researches and develops program policy and performs quality assurance analysis and evaluation of assigned program(s); 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.)

The DHHS Program Specialist class manages the day-to-day operational and technical functions of a health and human services program(s) performing program planning, implementation, monitoring and evaluation of program activities. The DHHS Program Coordinator class is responsible to oversee and direct contracts and contractors, monitor and provide recommended action steps on contractor performance, develop and negotiate contracts using the RFP process, develop grant applications and manage grants, establish and monitor service provider program budgets, manage a program budget and have a broader scope of impact and interface with other agency departments/divisions and external community organizations.

**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.)

Performs program planning, implementation, monitoring and evaluation of program activities to manage the day-to-day operational and technical functions of a specialized health and human service program(s).

Researches, reviews, analyzes, and interprets federal regulations, federal laws, state laws and their administrative requirements to formulate appropriate policies, procedures and interpretations for a specialized health and human services program(s).

Drafts, develops, and implements policy, procedure and program regulations related to assigned program(s) and ensures staff and service providers are working with uniform guidelines by evaluating and coordinating program policies and regulations.

Attends and participates in public hearings involving agency policy and procedure revisions.

Researches, reviews, analyzes, and reports on federal regulations, state laws and administrative requirements that may affect an assigned program for intent and meaning and to formulate appropriate changes in State policies and procedures.

Writes reports, position papers, impact statements and other documents to formulate policy material to cover specific areas of a health and human services program(s) by conducting research and meeting with other department staff, representatives of other agencies and health and/or human service providers.

Develops and prepares for submission required federal and state reporting documents and related forms.

Explains, clarifies, and interprets operational practices, policies, procedures, federal and state regulations, contract requirements and activities related to assigned program(s) to agency staff, community organizations, members of the general public and contractors/service providers.

C73210 – DHHS PROGRAM SPECIALIST (continued)

Assesses program effectiveness, identifies training needs/requirements, and develops and presents educational skills-based training to agency staff and service providers to enhance program services.

Develops quality assurance processes, program improvement plans and processes for performance accountability; coordinates and leads desk audits and on-site reviews of service providers and collects necessary data to evaluate, analyze and prepare written reports and recommendations.

Researches established best practices and makes recommendations to agency staff, service providers and other community organizations for quality program service delivery.

Develops the necessary resources and administrative support to ensure the program operates effectively and efficiently by coordinating with other departmental divisions or outside agencies.

Monitors, assesses, and evaluates service provider activities for compliance with policies, procedures, and legal mandates; ensures all contractual requirements are met and in compliance with program standards.

Reviews and monitors service provider and client historical data to ensure improper utilization of services has been avoided through comparison of established standards to actual services delivered and payments received.

Prepares and presents informational presentations to agency staff, clients, and service providers to explain the types of services and benefits available and the requirements of such, education on new or revised assistance programs and services and promote participation.

Develops informational releases concerning program activities including memos, administrative bulletins, and informational pamphlets for distribution to agency staff, service providers/contractors, representatives of community organizations and/or members of the general public to create awareness of program services, enrollment procedures, policies, and authorizations.

Approves providers for enrollment prior to submission for data processing by ensuring their compliance with program standards and proper completion and accuracy of the completed enrollment form.

Reviews prior authorizations to ensure proper completion and accuracy of the data by verifying provider type, amount of services provided, service codes and other related information.

Establishes and maintains liaison with State and federal governmental agencies and local community groups involved with program(s) activities and/or functions.

Serves on committees, boards, councils and/or advisory groups concerned with functions and activities of the assigned program(s).

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

Knowledge of: the principles and practices of public administration; procedure and policy development; methods and techniques of program planning; federal and state laws, rules, regulations and procedures pertaining to health and human services programs; public funds and budgeting methods; the principles and techniques of adult learning; quality assurance mechanisms; principles and techniques of planning, monitoring and evaluating human services programs and service delivery systems.

## C73210 – DHHS PROGRAM SPECIALIST (continued)

Skill in: interpreting and/or clarifying policy to interested groups; conducting formal presentations to provide education and share information.

Ability to: plan, organize and direct a major program; work collaboratively in a team setting; analyze, develop and organize materials; establish and maintain positive relationships with agency staff, service providers/contractors, community organizations and clients; communicate electronically, on paper or in person to promote, explain, discuss, advise and interact with interested groups on various program issues and problems; prepare and review technical documents such as summaries of state and federal regulations, action plans, reports, contracts and grants; understand, interpret and apply instructions, laws, rules, policies and procedures pertinent to the program; exercise independent critical thinking skills; maintain liaison with community representatives and other governmental agencies.

**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, or equivalent coursework/training, in public administration, social/behavioral sciences, healthcare, human services or other program related field. Professional experience working in a human/social service or health care agency with responsibility for planning or evaluation services, programs or operational policies and practices may substitute in lieu of the educational requirement.

### **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.

Positions in this class may require an employee to possess a valid driver's license and provide a passenger vehicle with adequate liability insurance, or ability to provide independent authorized transportation, in order to perform work-related travel.

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).