

DESCRIPTION: Under administrative direction, coordinates administrative and related operations and activities to support the planning, directing, organizing and implementing of a large program or several multi-program areas such as Child Welfare, Economic Assistance or Medicaid Eligibility programs in a defined geographic area or Customer Services Center within the Division of Children and Family Services (CFS) or the Division of Medicaid and Long-Term Care (MLTC). Administers program through the supervision of managers, supervisors, program specialists, and/or program staff; 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 Service Delivery Administrator class series. Positions allocated to this class are located in a DHHS field office or Customer Service Center and are responsible for service delivery of a large program or several multi-program areas including policy and procedure development and operational planning. Positions in this class administer program functions through the supervision of managers, supervisors and/or other key program staff and report to the Service Area Administrator, Field Operations Administrator or a DHHS Service Delivery Administrator II.

The two classification levels (DHHS Service Delivery Administrator I and II) are distinguished by the scope and complexity factors of programs administered. Positions allocated to the DHHS Service Delivery Administrator II class administer program functions through the supervision of DHHS Service Delivery Administrator I's and report directly to a Service Area or Field Operations Administrator.

This class series is also distinguished from the DHHS Administrator series and the Developmental Disabilities (DD) Service District Administrator class by the primary focus of administering programs directly related to Child and Family Services or Medicaid Eligibility Assistance programs within a defined geographic area or Customer Services Center. Positions allocated to the DHHS Administrator series may be assigned to a variety of program areas and are typically located within DHHS Central Office. Positions allocated to the DD Service District Administrator class are focused solely on administering programs related to Developmental Disabilities within a DD Service District.

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 major Service Delivery program(s) including developing and administering program objectives, strategies, policies, procedures and priorities.

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

Determines the resources necessary to accomplish program initiatives; determines, secures and allocates resources to carry out program goals and objectives.

Develops and implements quality enhancement policies and plans to evaluate performance relative to program goals and objectives; identifies action plans to address areas of improvement to ensure the needs of clients are met and to ensure compliance with program and funding requirements.

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Develops budget justifications for major expenditures such as staffing, facilities, and equipment.

Collaborates with DHHS Service Delivery Administrators and other DHHS Administrators or program officials concerning the operation of the service delivery system to resolve administrative issues that impair the effectiveness and efficiency of programs and services.

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

Directs DHHS Service Delivery operations through subordinate managers or supervisors to attain outcomes and to ensure consistent application of administrative programs and policies; establishes functional work activities and organizational relationships to meet the programs goals and objectives; selects/hires managers/supervisors and key program employees; represents management on issues dealing with employee relations such as grievances, complaints and other human resources matters.

Participates as a member of the leadership team to evaluate and resolve administrative/program issues and to develop program policies and procedures.

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

Knowledge of: Child and Family Services or Medicaid and Long-Term Care Program state and federal laws and regulations; knowledge of CFS/MLTC programs and services available in Nebraska; 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; crisis-conflict management; using logic and reasoning to identify strengths and areas needing improvement and identify alternative solutions; facilitating large group and small supervisory teams; planning, assigning, coordinating and evaluating programs, services and resources.

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Ability to: interpret and apply State and federal laws and standards, agency rules, policies and procedures, and technical narrative material; learn and uphold the objectives, philosophies and functions of the Children and Family Services Division or Medicaid and Long-Term Care Division; communicate effectively with a wide variety of individuals; establish and maintain satisfactory working relationships with managers/administrators, community organizations and the public; apply instructions; summarize program and administrative data/statistics into reports; formulate short and long range plans; identify and relate pertinent pieces of information to form conclusions; perform high level analysis; establish program objectives or performance goals and to assess progress toward their achievement; analyze operational problems and develop timely and economical solutions; create a work environment reflecting employee ownership; formulate policies to meet identified needs, goals, or objectives; respond to changes in direction, priorities, and agency values; plan, assign and direct the work of staff; implement objectives and performance goals; assess progress toward achievement of objectives and adherence with established standards/policies; solve problems related to program administered; utilize quality assurance/performance improvement principles to analyze and improve program service delivery; exercise judgment, decisiveness and creativity required in critical and/or unexpected situations.

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 social services, business administration, public administration, human development, human services, behavioral health, law, special education, or other closely related field AND two years supervisory experience in a human services field; OR a Master's degree in any of the above mentioned fields. 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 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).