

**SENIOR SERVICES PROGRAM SPECIALIST 2**

**Nature of Work:** Under general supervision, performs work at the full-performance level by providing development of program, as well as associated policy and procedures based on standards and regulation, administrative oversight of and complex technical assistance with a program or a particular major component of a statewide program, or major technical area specific to or characteristic of the Bureau of Senior Services. Assures compliance with federal, state, and local regulations governing the program or technical area. Uses independent judgement to determine appropriate action taken to achieve desired results. Has responsibility for providing consultation on highly complex individual problem situations. Develops and delivers training programs related to assigned program or component. Monitors and evaluates the operation of the assigned program or program component. Exercises considerable latitude in determining approaches to problem solving. Work may be performed independently and/or in conjunction with other program or technical area staff. Performs related work as required.

**Distinguishing Characteristics:** The Senior Services Program Specialist 2 is distinguished from the Senior Services Program Specialist 1 by the responsibility for development and management of a statewide program or operational area or a significant segment of a major statewide program or operational area. This class is distinguished from the Senior Services Specialist 3 by the fact that although the Senior Services Specialist 2 may oversee clerical or support staff in relation to the completion of his/her own work, this class does not function in a regularly assigned lead or supervisory capacity over professional classes as a significant segment of their total assignment nor does he/she have responsibility related to entire programmatic or operational systems.

**Examples of Work**

Analyzes laws and regulations governing program or technical area and applies them appropriately to resolve problems and assure compliance.

Interprets laws and regulations governing program or technical area for participants and staff.

Monitors changes in laws and regulations and advises participants and other staff.

Confers with inter- and intra-agency personnel to transact business or discuss information.

Collaborates on determining need for changes in procedures, guidelines, and formats; devises resolutions and changes,

**SENIOR SERVICES PROGRAM SPECIALIST 2 (CONT'D)****Examples of Work (cont'd)**

- and monitors success.
- Drafts program manuals, clarifying the wording and accurately describing new procedures, etc.
- Represents the program in the area of assignment with the agency and outside entities.
- Has contact with federal, state, local program representatives and participants, or technical area personnel.
- Completes related reports; may compile special and/or statistical reports, analyzing data and interpreting results.
- May oversee the work of support staff or other specialists in relation to the completion of specific assignments.

**Knowledge, Skills and Abilities**

- Knowledge of the rules, regulations, policies, and procedures of the Bureau of Senior Services.
- Knowledge of the federal and state regulations, laws and statutes governing program or technical area.
- Knowledge of the objective of the program or technical area, its procedures, policies, and guidelines, and its relationship to the rest of the Department and other user entities.
- Ability to analyze situations, problems and information and develop appropriate responses and resolutions.
- Ability to communicate well, both orally and in writing.
- Ability to represent area of assignment and to provide consultation on program or Bureau concerns.
- Ability to synthesize information and provide interpretation.

**Minimum Qualifications**

- Training:** Graduation from an accredited four-year college or university.
- Substitution:** Additional experience as described below may be substituted for the required training on a year-for-year basis.
- Experience:** Four years full-time, equivalent part-time paid or volunteer experience in a technical or program area that is related to the area of employment.
- Substitution:** Post-graduate education in a field related to the technical or program area may be substituted for the required experience on a year-for-year basis.

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**Senior Services Program Specialist 2**

**Areas of Assignment**

Senior Employment Programs

Senior Volunteer Programs

Senior Nutrition Programs

In-Home Services

Legal Services

Health Promotion

Technical Assistance

Policy Interpretation

Health Planning

Social Services

Gerontology

Established: 6/19/97

Effective: 7/1/97