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
Analyses 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,
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.
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