

SENIOR SERVICES PROGRAM SPECIALIST 3

Nature of Work: Under general supervision, performs work at the advanced level by providing administrative coordination of and complex technical assistance in a component of a major statewide program, a statewide program in its entirety, or a major technical area specific to or characteristic of the Bureau of Senior Services. Acts as liaison to facilitate problem resolution and assure compliance with federal, state, and local regulations, laws, policies, and procedures governing the program or technical area. Has primary responsibility for developing standards for major systems and for monitoring and/or evaluation of major complex systems or multi-program operations. May consult on highly complex individual situations that potentially have significant impact on systems or involve sensitive legal issues. Has responsibility for development and issuance of comprehensive training programs to insure basic competency and continued development of skills, knowledge and abilities relevant to the systems for which she/he are assigned responsibility. Uses independent judgement in determining action taken in both the administrative and operational aspects of the area of assignment. Exercises considerable latitude in varying methods and procedures to achieve desired results. May supervise or act as lead worker for other professional staff. Performs related work as required.

Distinguishing Characteristics: The Senior Services Program Specialist 3 is distinguished from the Senior Services Program Specialist 2 by the broader scope of administrative oversight and responsibility for planning and operational aspects of a system of program or technical areas. This level may function in a regularly assigned lead or supervisory capacity over professional, paraprofessional and clerical classes and, if not, must have responsibility for the conceptualization and development of major complex program and/or operational systems.

Examples of Work

Interprets federal and state laws, regulations, and guidelines for staff which provides services; guides others in developing and utilizing plans and recommends methods of improvement.

Effects or recommends operational changes to facilitate efficient and effective accomplishment of goals or delivery of service.

Informs director of technical area, program, or service deficiencies and recommends improvements.

Consults with other program or technical area staff,

SENIOR SERVICES SPECIALIST 3 (CONT'D)**Examples of Work (cont'd)**

supervisors, or managers concerning projects and priorities.

Develops rules, policies, and legislation regarding specific work projects.

Reads, reviews, and responds to correspondence or distributes to appropriate staff.

Develops research, information, or training programs.

Evaluates program or technical area effectiveness.

Writes, edits, or contributes to policy and procedure manuals.

Has contact with federal, state, local program representatives and officials, Bureau of Senior Services management and staff, and legislature.

Plans and develops budget requests and short-and-long-range work plans.

May lead or supervise professional and support staff.

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 Bureau and other user entities.

Ability to plan and coordinate work, plan and project budgeting needs, and organize work and projects.

Ability to analyze situations, problems and information and develop appropriate responses and resolutions.

Ability to communicate well, both orally and in writing.

Ability to assign, direct, and review the work of others.

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: Six 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 SPECIALIST 3 (CONT'D)

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