

**HEALTH AND HUMAN RESOURCES PROGRAM MANAGER 2**

**Nature of Work:** Under general direction, performs complex administrative and professional work at the advanced level in managing a major program component within an office or organizational unit in the Department of Health and Human Resources. Programs are managed over a specified geographic region of the state, or statewide, and are of equivalent size and complexity. Responsibilities include planning, policy development, direction, coordination and administration of the operation of a major program component in the area of health or human services. Complexity level is evidenced by the variety of problem-solving demands and decisions for the assigned area. Issues may be controversial in nature and work requires the ability to persuade or dissuade others on major policy and program matters. Performs related work as required.

**Distinguishing Characteristics:** Positions representative of the kind and level of work intended for the class include program areas such as Surveillance and Disease Control, Family and Children Services, Quality Control, and other organizational units with similar size, scope and complexity.

**Examples of Work**

- Supervises professional, technical and clerical staff; make assignments and reviews and approves plans of operation.
- Provides administrative and program direction; enforces agency objectives, policies and procedures.
- Responsible for management of recruitment/selection process, staff development, disciplinary matters, and other related actions in assigned area.
- Responsible for developing collaborative efforts among health or human services agencies.
- Performs research and analysis of legislation, work activities or other issues to develop policies, standards and procedures.
- Monitors and evaluates program administration, and the delivery to services to clients.
- Provides technical consultation and policy interpretation to staff, supervisor, public officials, and advocacy groups.
- Plans and implements programs for the training of professional, technical and clerical staff.

**Knowledge, Skills and Abilities**

- Knowledge of the theories, principles and techniques of the area of assignment.

**HEALTH AND HUMAN RESOURCES PROGRAM MANAGER 2 (CONT'D)****Knowledge, Skills and Abilities (cont'd)**

- Knowledge of federal and state statutes, regulations and program standards in the area of assignment.
- Knowledge of the objectives of the program area, its procedures, policies and guidelines and their relationship to the rest of the department and other entities.
- Ability to plan and coordinate work, plan and project budgetary needs, and organize work and projects.
- Ability to direct and supervise the work of others.
- Ability to present ideas effectively, both orally and in writing.
- Ability to analyze facts and apply them to the management of the area of assignment.
- Ability to work effectively with co-workers, the public, advocacy groups, and federal and state agencies in the area of assignment.

**Minimum Qualifications**

- Training:** Master's degree from an accredited college or university in the area of assignment.
- Substitution:** One year of full-time or equivalent part-time paid experience as described below may substitute for the Master's degree.
- Experience:** Four years of full-time or equivalent part-time paid professional experience in the area of assignment, two years of which must have been in a program administration capacity.
- Substitution:** Post-graduate training in the area of assignment may substitute through an established formula for the non-supervisory experience.
- Promotional Purposes Only:** Nine years of full-time or equivalent part-time paid experience in the area of assignment, two years of which must have been in a program administration capacity.

9429

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AREAS OF ASSIGNMENT

Behavioral Health

Community Health

Emergency Medical Services

Environmental Health

General Administration

Health

Health Facilities Licensure and Certification

Health Planning

Health Promotion

Investigation

Legal

Rural Health

Social Services

Volunteer Services

Established: 8/20/92

Revised: 6/1/93, 8/29/94, 9/25/97, 12/23/98

Effective: 12/23/98