

DHHR COMMUNITY SERVICES MANAGER 3

Nature of Work: Under general direction, performs complex administrative and professional work at the advanced level by planning, implementing, directing and reviewing programs, activities and operations within a large Community Service District. Has related program management responsibilities over a specified local service area of the state. Provides leadership in the development, implementation and administration of community-based, family-centered, integrated services delivery systems. Serves in a liaison role with state and local agencies, advocacy groups, educational institutions, clients and service providers. Performs related duties as required.

Examples of Work

Accountable for the effective delivery of Health and Human Resources programs and activities in the local office; for the cost effective use of staff and resources for program effectiveness; for quality programmatic activities through effective management and program evaluation.

Plans, assigns, coordinates and reviews the work of supervisory, professional, technical and office support staff in the delivery of services.

Assists in the establishment of program goals and objectives; monitors uniform office and program procedures in accordance with federal and state requirements.

Assures compliance with applicable state and federal regulations and program requirements; monitors and evaluates programmatic and local office effectiveness; supervises preparation of regular and special reports on local office program status.

Performs in a liaison/advocacy role with local and state agencies; collaborates with and responds to client advocacy groups, educational institutions and community service organizations; serves on a variety of state and local committees; coordinates programs and office activities with state and local initiatives.

Maintains familiarity with modern principles and practices of human services programs and initiatives; facilitates programmatic and systems changes to meet client needs and supports approved program changes.

Prepares and administers the local office budget, approves expenditures and supervises fiscal records maintenance and reporting.

DHHR COMMUNITY SERVICES MANAGER 3 (CONT'D)

Knowledge, Skills and Abilities

- Knowledge of the philosophy, practices and principles of human services program administration.
- Knowledge of federal and state laws, regulation, policies and programs in human services.
- Knowledge of modern personnel management principles and practices.
- Ability to plan, organize and evaluate multiple, complex human services programs on a local basis.
- Ability to comprehend and apply complex state and federal regulations, policies and procedures in the area of assignment.
- Ability to make cost-effective decisions in the use of staff and resources.
- Ability to work effectively with state and local agency personnel, advocacy groups, and community organizations.
- Ability to express ideas effectively, orally and in writing; to make effective presentations of a programmatic nature.
- Ability to supervise the work of supervisory, professional and support staff.
- Ability to prepare reports on program status.
- Ability to evaluate program effectiveness and develop alternative actions when necessary.

Minimum Qualifications

- Training:** Graduation from an accredited four-year college or university.
- Experience:** Eight years of full-time or equivalent part-time paid experience in a human services related area, two years of which must have been in a program administration capacity.
- Substitution:** Post graduate education in a human services related area may be substituted, utilizing an established formula, for the non-program administration experience.

Established: 2/20/03
Effective: 4/1/03