

## HUMAN SERVICES PROGRAM SPECIALIST

### **Definition:**

Under direction, manage, plan, organize, and supervise the work of staff; provide analysis, technical guidance and administrative services on matters affecting programs.

### **Distinguishing Characteristics**

This classification is allocated to the Department of Human Services. This classification provides technical assistance requiring extensive subject matter expertise, and is not used for general administrative assistance. Incumbents supervise program personnel and may supervise social service supervisors as needed. This classification is distinguished from Administrative Coordinator by the extensive technical knowledge required upon entry and by the level of supervision it provides.

### **Essential Functions:**

- Plans, organizes, coordinates and supervises the work of employees assigned to a social service or a special program administered by the Human Services Department.
- Plans and conducts technical administrative studies and analyses, which includes researching, collecting, tabulating and evaluating information.
- Reviews legislation affecting departmental operations; briefs department management on potential effects of legislation; develops proposals for implementation of legislative requirements; ensures that departmental policies and procedures adhere to applicable laws and regulations.
- Assists in the planning and administration of in-service and formal staff training programs; provides information, assistance and guidance to departmental staff as required.
- Assigns and monitors work to insure that standards of performance are maintained.
- Evaluates staff performance, prepares performance evaluations, and handles disciplinary matters for subordinate employees; keeps detailed records of factors pertaining to employee performance.
- Confers with supervisors and staff on new and difficult problems and reviews the quality and quantity of their caseload/workload; instructs staff on the proper handling of new and/or difficult work issues.
- Writes and/or prepares complex reports, proposals, letters, position papers and other documents; prepares press releases and briefing papers in area of expertise.
- Develops or revises policies and procedures, for approval by department management.
- Interprets, and communicates policies and procedures to staff.
- Plans, organizes, facilitates and/or participates in meetings and conferences.
- Uses automated office equipment daily for the performance of job duties.
- Performs other job-related duties as required.

### **Employment Standards:**

Completion of a Bachelor's degree from an accredited college or university and one (1) year of experience performing supervisory or professional administrative work in a public, private or nonprofit social services agency.

**Additional requirements:**

Some assignments may require two (2) years of child welfare social services work experience.

Possession of a Class C California driver's license is required upon appointment.

**Knowledge of:** specialized subject matter related to public assistance or social service programs; procedures and casework concepts; leadership, supervisory and administrative practices and techniques; principles and techniques of employee training and social services research methods; the legislative process; statistical principles; appropriate business language and report-writing methods; automated office equipment and state-of-the-art software programs.

**Ability to:** plan, organize and supervise the work of others; establish priorities and organize work accordingly; obtain, analyze, evaluate and draw logical conclusions from relevant data; read, understand and interpret complex technical and legal reports; write effective technical reports; develop and maintain effective working relationships; lead group discussions; make effective presentations; and work independently.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.