

## PROGRAM SPECIALIST I/II

### **Definition:**

Under direction, to perform specialized work in providing paraprofessional activities in support of a program. Duties might include: providing advocacy; assessing client needs, preparing a service plan and following up with clients; training and serving as a lead to lower level staff; serving as a liaison; and, providing a local interpretation of programs.

### **Distinguishing Characteristics**

These are the second and third levels of the five level program series. The Program Specialist incorporates entry-level paraprofessionals through journey level specialists who work with minimum supervision. Advancement between levels I and II is considered on a merit basis and is subject to recommendation of the Department Head and approval by the Director of Personnel.

**Program Specialist I:** This is the entry level of the paraprofessional program series. Program Specialist I incumbents perform entry-level paraprofessional level activities for an assigned specialized program. Incumbents work with less independence and discretion than Program Specialist II's and are not expected to perform at the same skill level.

**Program Specialist II:** This is the journey level of the paraprofessional program series. The Program Specialist II is distinguished from the Program Specialist I by its program interpretation and lead level responsibilities.

### **Essential Functions:**

- Evaluates and assesses participant needs and/or eligibility for services based on established criteria, guidelines, and objectives; authorizes participation in programs; recruits potential participants into programs.
- Coordinates a variety of activities in assigned program area of responsibility, which may include: setting up mock oral boards; organizing and/or conducting client training; coordinating conferences; coordinating the delivery of curriculums and/or other multi-division sessions; monitoring licensure education requirements.
- Provides paraprofessional assistance, which may include: developing individual program plans; evaluating socioeconomic factors; determining level of client readiness and program commitment; maintaining accurate case files; preparing progress reports.
- Serves as a liaison with the community, local businesses, other agencies, internal divisions, and agency partners; notifies agencies of program changes.
- Conducts research to keep abreast of latest developments in assigned area of responsibility.
- Provides information and assistance to program participants, potential participants and/or other interested parties; assists program participants in completing required documents including those utilized for eligibility determination.
- Monitors contracting agencies to ensure compliance with contract specifications.
- Performs individual and group orientations regarding program(s), benefits, and applicable participation requirements.
- Enters and retrieves a variety of data and information from databases.
- Prepares, processes, and maintains a variety of records and reports.

- May collect and distribute medical resident schedules.
- Performs other related duties as required.

**Employment Standards:**

**Level I:** High School Diploma, G.E.D. or equivalent, and two (2) years of education, training and/or experience sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

**Level II:** High School Diploma, G.E.D. or equivalent, and three (3) years of education, training and/or experience sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

**Both Levels:**

Qualifying related work experience may include, verifying documents to determine eligibility for benefits, social services and/or employment; conducting needs assessments; making referrals for services; interviewing clients, and providing program information to the public.

Volunteer experience may be qualifying if confirmed in writing from a recognized organization.

**ADDITIONAL REQUIREMENTS:**

Some positions may require possession of a valid California Driver's License.

**Knowledge of:** basic socioeconomic principles; individual and group behavior principles; community resources; public relations principles; interviewing techniques; applicable local, state, and federal guidelines, regulations, laws, and programs; case management principles.

**Skill in:** using a computer and related software applications; conducting interviews with potential clients; preparing and delivering presentations; reading, comprehending, and explaining regulations and procedures; resolving conflict; speaking in public; recording client information; maintaining client files; and, communicating both orally and in writing sufficient to exchange or convey information and to receive work direction.

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.