

Established on:

County of Humboldt Job Specification
PROGRAM MANAGER
Classification 0934
FLSA: Exempt



DEFINITION

Under direction, plans, organizes, and manages the work of staff supporting a program which provides direct services to targeted populations/groups within the County or internal services for a County-wide program; program management responsibilities encompass designing, developing, and implementing program services; recommends and implements program goals and objectives, and ensures program compliance with mandated requirements; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is the first level program management classification responsible for managing and directing a program which provides services and support to the community or to the County. Responsibilities include developing and implementing policies and procedures for assigned program, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. Employees serve as a specialist, liaison and advocate for the program, with regular contact with County management and peers, other government, private sector or community-based organizations, and members of the public.

This classification is distinguished from the Senior Program Manager by a combination of factors which may include, but are not limited to, the latter classification's responsibilities for managing multiple programs with greater breadth, depth, and span of control; a greater preponderance of budgetary and administrative accountabilities; or more complex service delivery provisions.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignment of different positions.

- Plans, organizes, and manages the work of staff supporting a program which provides direct services to diverse populations/groups within the community, or within the County.

- Ensures that the program is staffed with qualified individuals by resolving performance problems, documenting performance according to policy; training and developing staff; and assisting in the selection, hiring, and promotion of staff; provides guidance to subordinate supervisors regarding personnel matters.
- Manages the program's daily work activities and operations, directly or through subordinate supervisors, by establishing performance levels, communicating goals and performance expectations, and monitoring and reviewing work to ensure conformance to established policies and procedures, and standards for quality and timeliness.
- Assesses service delivery and communicates findings to upper management; implements changes to improve efficiency and service quality; maximizes effectiveness of program operations and ensures alignment with the department's mission; recommends and implements goals and objectives, policies, procedures, work standards, and internal controls.
- Directs the collection and compilation of data and narratives for program evaluation; prepares reports for submission to County management and oversight agencies on program metrics and outcomes; takes action on program evaluation outcomes as directed by management.
- Directs and participates in resource acquisition and management; ensures that facilities used for program meet compliance requirements.
- Develops, communicates and implements program action and/or operational plans and creates resources for organizations or individuals participating in program execution; conducts program training, drills and other methods to ensure participants are properly trained and understand their role(s) within program operations.
- Interprets laws and regulations to determine relevancy to program operations and services; affirms program compliance, or recommends measures to ensure, compliance with laws and regulations.
- Prepares a variety of administrative and technical reports, as well business correspondence and presentations; presents reports and to internal and external stakeholders; conducts outreach presentations to community and advocacy groups.
- Serves as a staff resource by providing consultation and guidance to staff or other County management and employees with respect to service delivery or operational effectiveness issues.
- Assists in development of the budget for assigned program by preparing cost estimates and projections and performs ongoing monitoring of expenditures to ensure compliance with budget provisions.
- Works with internal County staff and external agencies, community groups, contractors, and other public and private organizations to determine needs for shared services and collaborative projects, or the provision of services by contracted agencies.
- Ensures that information regarding services and policies is provided accurately and thoroughly to interested parties and responds to sensitive complaints from the community and County staff.
- Attends and participates in professional group meetings; may serve as a committee chair or facilitator; stays abreast of new trends, innovations and best practices in the area of assignment.
- Performs related duties as assigned.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

QUALIFICATIONS

The requirements listed below are representative of the knowledge and ability required.

Knowledge of:

- Principles and practices of employee supervision, including planning and assigning work, performance review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Operations and services provided within assigned program area, as well as its stated mission, scope and priorities.
- County, department, and program-specific policies and procedures.
- Principles and practices of program management including planning, development, implementation, and evaluation.
- Basic principles and practices of budget development and monitoring.
- County socioeconomic and cultural demographics.
- Methods and techniques of communicating with diverse populations.
- Emergency management principles and practices.
- Public speaking principles.
- Methods and techniques of assessing community needs in assigned program area.
- Resources within the community available to program clients.
- Applicable federal, state and local laws, regulatory codes, ordinances and procedures relevant to assigned areas of responsibility including confidentiality laws.
- Principles and practices of complex recordkeeping and documentation.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Effectively manage and administer program operations and activities.
- Adapt to changes in priorities or resources that impact pre-established timelines and courses of action.
- Maintain awareness of the functioning and status of multiple work groups or program areas simultaneously.
- Navigate a large organization and its competing priorities for effective program management.
- Delegate work assignments and appropriate level of responsibility to employees in order to ensure the completion of work assignments and projects.

- Identify, analyze, and evaluate situations or problems to determine appropriate courses of action.
- Work with internal and external stakeholders to identify community care needs in assigned program.
- Ensure the maintenance and retention of complex records, files, reports, and other documents.
- Generate a variety of business documents including letters, memoranda, reports, and other written material.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited college or university with major coursework related to the assigned program area

and

five (5) years of increasingly responsible experience in a program related to the assignment, two (2) years of which should be in a supervisory capacity.

Licenses and Certifications:

- Must possess a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.
- Some positions may require specialized licensure or certifications as determined by law.

PHYSICAL DEMANDS

- Mobility to work in a standard office, out-patient, clinic, jail or juvenile facility; use standard office equipment, including a computer; to operate a motor vehicle to visit various County and meeting sites; standing in and walking between work areas is frequently required; frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open

and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL CONDITIONS

- Employees work in an office, out-patient, clinic, jail or juvenile facility environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with clients with behavioral disorders/erratic and assaultive behavior, including those which require emergency crisis intervention.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

ADDITIONAL REQUIREMENTS

- Some departments may require pre-employment screening measures before an offer of employment can be made (i.e. background screening, physical examination, etc.).