

SENIOR PROGRAM MANAGER - EMPLOYMENT AND TRAINING DIVISION

DEFINITION

Under direction, plans, organizes, manages and evaluates programs, staff and activities for the Employment Training Division within the Department of Health and Human Services; provides expert professional assistance to the County and the public in areas of responsibility; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a management class within the Employment and Training Division of the Department of Health and Human Services with responsibility for managing the day to day activities of the employment and training function including accomplishing goals and objectives, supervising staff, collaborating with community partners and other County departments, managing the annual budget and contract service providers. This position is distinguished from the Health and Human Services - Social Service Branch Director in that the latter has overall responsibility for the social services activities of the Department of Health and Human Services.

EXAMPLES OF DUTIES (Illustrative Only)

- Directs and participates in the development of goals, objectives, policies, procedures and work standards for employment and training; participates in developing and administering the annual budget.
- Directs, plans, organizes, administers, reviews and evaluates the work of staff directly and through subordinate supervisors.
- Collaborates with community partners to develop, coordinate, implement, and manage Helping Humboldt programs and services.
- Coordinates and streamlines services between the Employment and Training Division of DHHS with other County departments providing work related programs and services.
- Evaluates the effectiveness of program services in meeting clients' needs; develops and implements policy and procedure modifications as required.

- Manages and directs marketing, job development, program evaluation, contract services provision and monitoring.
- Reviews and interprets federal, state and local laws and regulations applicable to employment and training programs, analyzes requirements and recommends and develops procedures, practices and alternatives.
- Manages client assessment, counseling, training and placement activities through subordinate program staff.
- Represents the department and the County in meeting with federal, state and local public agencies, private groups and business organizations.
- Participates in and directs the development of funding sources for client services to meet the established goals and objectives.
- Prepares and directs the preparation of a variety of routine and specialized reports using established database and other information.

QUALIFICATIONS

Knowledge of:

Principles and practices of goal setting, program development and employee supervision.

Principles and practices of vocational program development and implementation, including planning, job development, marketing, funding and program evaluation.

Provisions, procedures and practices related to the screening and placement of applicants in employment and training programs or employment situations.

Applicable federal, state and local laws and guidelines.

Regulations and procedures of relevant work assistance programs and services offered in the community.

Budgetary development and administration principles.

Business computer user applications, including the use of computerized database systems.

Statistical analyses and management research techniques.

Principles of contract administration and economic development.

Skill in:

Planning, organizing, directing, reviewing and evaluating the work of staff through subordinate supervision.
Selecting and motivating staff and providing for their professional development.
Developing, implementing, interpreting and applying complex laws, goals, objectives, policies, procedures, and work standards.
Working collaboratively with other County departments and community partners to improve services and attain shared goals.
Preparing and administering a complex budget.
Exercising sound independent judgment within established guidelines.
Preparing clear and concise reports, agendas, correspondence and other written materials.
Analyzing complex administrative and technical problems, evaluating alternative solutions and adopting effective courses of action.
Establishing and maintaining effective working relationships with those contacted in the course of the work.

Desirable Education and Experience:

A typical way to obtain the knowledge and skills outlined above is:

Equivalent to graduation from a four year college or university with major coursework in business, public administration, psychology, social services or a closely related field and four years of professional level experience in a job development, employment training, or similar social service delivery programs.