

PROGRAM SPECIALIST

DEFINITION

Under direct supervision, to determine clients' needs for basic program services and to carry a non-complex caseload in one or more of various program areas, including energy, weatherization, housing, youth delinquency prevention, victim witness, family self-sufficiency and preservation, consumer training and education, and emergency assistance.

DISTINGUISHING CHARACTERISTICS

This is the entry level class within the Program Specialist series. Employees within this class perform a significant portion of the work assigned to the journey level, but without the independence or full responsibility expected of positions at the full journey level. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher-level supervisory or management staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Analyzes clients' financial and eligibility information to determine initial or continuing eligibility for programs.

Secures case documentation, medical records and/or other information from other agencies as required.

Interviews and evaluates patients for specific program services, including service needs assessment, crisis intervention and emergency financial assistance.

Learns, applies and explains rules, regulations and policies pertaining to programs to clients and the general public.

Develops client service plans and provides case management services; serves as an advocate for clients as appropriate.

Refers clients to appropriate agencies and services.

Monitors clients' progress and ensures compliance with program requirements.

Prepares work/caseload statistics and reports in an accurate and timely manner; completes and/or processes various forms and reports required for specific program areas.

Assists in developing and conducting various client classes and workshops.

Assists in planning and participates in special community awareness and education programs and projects as assigned.

Receives and responds to inquiries regarding program services from clients, other agencies and the general public.

Establishes and maintains cooperative working relationships with other departments, agencies and professionals as appropriate.

Coordinates clients' transportation arrangements as necessary.

Performs general administrative/office work as required, including but not limited to copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, attending meetings, ordering supplies, maintaining office cleanliness, etc.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

General goals and purpose of community/social service programs.

Effective communication with individuals from diverse socio-economic and cultural backgrounds.

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Modern office procedures, practices and technology.

Ability to:

Learn and apply federal, state and local policies, procedures, laws and regulations.

Interview effectively to solicit thorough, pertinent and accurate information.

Accurately gather, record and evaluate data necessary for the implementation of appropriate services.

Demonstrate sensitivity, compassion, courtesy and patience with clients.

Identify problems requiring referral to other sources.

Communicate and deal effectively with individuals and groups in stressful situations.

Set priorities and work effectively under conditions of limited supervision and rapidly changing situations.

Learn and make referrals to local and regional providers of social, medical and/or other specialized services.

Use interpersonal, problem-solving and organizational skills.

Identify and evaluate social service needs and complete case management plans.

Maintain confidentiality as appropriate.

Prepare and maintain reports, records and logs.

Speak confidently and professionally before various groups.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES

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

Experience:

One year of experience performing duties comparable to those of the Eligibility Worker I, or two years of responsible clerical / administrative operations in a public assistance program.

Training:

High school diploma or GED equivalent.

Classification Code:	4421445
Bargaining Unit:	40
FLSA Status:	Y
Workers' Compensation Code:	9410
Pay Table:	CNTY
Range:	Refer to current "Class Range Sort List"