

PROGRAM MANAGER II

DEFINITION

Under direction, the Program Manager plans, organizes, and directs employment, eligibility, or social services programs and activities in a local public social services department or agency; and performs other duties as assigned. Some positions may have additional responsibility for administrative services units.

DISTINGUISHING CHARACTERISTICS

Positions in this class are distinguished from the Program Manager I in that the Program Manager II may have greater managerial responsibility. Both positions have involvement in departmental policy making; and organization and complexity of the agency and the program managed.

This series specification describes managerial classes used in local social services agencies to provide management and supervision of employment, eligibility and/or social services programs. Some positions may have additional responsibility for administrative service units; developing and reviewing departmental policies and procedures and assigning and reviewing work

REPORTS TO

Social Service Director

CLASSIFICATIONS DIRECTLY SUPERVISED

Various Office, Fiscal, and Program Support Staff depending upon the department unit to which a position is allocated

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EXAMPLES OF DUTIES

- Manage the daily work activities of a program or multiple programs, 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
- Assess service delivery to communicate findings to upper management, implement changes to improve efficiency and service quality, maximize effectiveness of program operations, and ensure alignment with the agency's mission
- Oversee personnel actions to determine compliance with policies and procedures, and provide guidance to subordinate supervisors regarding personnel matters
- Ensure that programs or work units are 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
- Interpret laws and regulations, including new laws and proposed legislation, to determine relevancy to department operations and services, and assess program compliance with laws and regulations
- Assess the need for changes to policies or programs based on initiatives to improve services, new services or program modifications, and opportunities for cross-collaboration of program areas
- Develop or revise policies or procedures to improve operational efficiency and effectiveness, and assist higher-level management in departmental strategic planning
- Serve as an internal technical expert regarding program matters by providing consultation and guidance to staff, subordinate supervisors, managers, executive management, or the Director
- Work collaboratively with personnel of other agencies, community groups, contractors, and other public and private organizations to determine needs for social services, and coordinate shared services or collaborative projects, or the provision of services by contracted agencies
- Ensure that information regarding department services and policies is provided accurately and thoroughly to external parties, and that all complaints are responded to appropriately and in a timely manner
- Serve as an external technical expert by providing consultation regarding program, legal, or policy matters to external entities such as County department managers or administrators, State departments, Board of Supervisors, advisory boards, and advocacy groups
- Assist in development of the budget for assigned programs by preparing cost estimates and projections, and performing ongoing monitoring of expenditures to ensure compliance with budget provisions
- Perform other duties as assigned

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

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TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Program development, administration, and service delivery related to the program or programs in the area of responsibility, which may include employment services, eligibility, and/or social services
- Current management and leadership techniques, performance appraisal methods, and public administration
- Knowledge of planning and scheduling techniques to ensure that timelines and schedules are established appropriately, modified as needed, and adhered to
- Knowledge of budgeting principles in order to develop, manage, and/or track budgets, budget allocations, and expenditures
- Public funding and budget preparation
- Public and private community resources

Ability to:

- Establish and maintain cooperative working relationships with internal management and staff, and with a variety of external stakeholders
- Identify, analyze, and evaluate situations or problems to determine appropriate courses of action
- Analyze laws, regulations, and policies to ensure all programs and activities are in compliance
- Apply knowledge of laws, regulations, and policies to decision making and problem solving to identify solutions and courses of action that are most appropriate or compliant
- Be flexible in adapting 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
- Delegate work assignments and appropriate level of responsibility to employees in order to ensure the completion of work assignments and projects
- Read and understand complex written materials, such as laws, proposed legislation, policies, reports, etc., in order to interpret, explain, and apply
- Use a personal computer to input data, access information, and create materials and documents using a variety of software applications
- Communicate verbally, in person or by telephone, clearly and concisely with a variety of audiences on a variety of matters
- Write to ensure effective and clear communication and proper composition of reports, correspondence, email, and other written communication

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Ability to - continued:

- Review and edit documents written by others to ensure proper format, sentence structure, grammar, and punctuation

Training and Experience:

Qualifications needed for this position:

One year of experience performing duties comparable to a Program Manager I.

OR

Two (2) years of full-time experience performing duties comparable to a Social Worker Supervisor I or II, Eligibility Supervisor, Employment and Training Worker Supervisor, or supervisory experience in administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency.

OR

A graduate degree in public administration or business administration or a Master's Degree in Social Work or a Master's Degree from a two year counseling program **AND** One (1) year of full-time journey-level experience in employment, eligibility, social service work, or administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in a public social services agency. **AND** One (1) year of full-time general supervisory experience.

Special Requirements: Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.