



CLASSIFICATION SPECIFICATION

CLASS NUMBER 30151

PROGRAM SPECIALIST

OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES

EFFECTIVE 1/29/01

The duties are arranged in order of importance. However, the specific duties and frequencies listed may vary depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, a Program Specialist may not perform all of the duties listed. However, it is mandatory that the first (1) duty be performed a minimum of 20% of the time.



Summary of Essential Duties

The primary purpose of the Program Specialist position is to plan, develop, and/or implement one or more comprehensive agency and/or community programs (e.g., drug abuse, elder care, STAY, Healthy Start, Day Care, education and prevention programs, hospital after care programs) as well as provide technical assistance in program development to community, state, and/or federal agencies. The incumbent also co-ordinates programs with federal, state, and/or local agencies in administrating service delivery systems and conducts and/or organizes training programs for community residents, service providers, volunteers, and other non-civil service individuals involved in providing services for various programs. In addition, the position maintains current knowledge of new developments, laws and regulations in client services and human development and/or related fields.

Duties

Frequency: 30% +/- 10%

- I. Plans, develops, and/or implements comprehensive agency based service programs (e.g., drug abuse, elder care, STAY, Healthy Start, Day Care, education and prevention programs, hospital after care programs).

Frequency: 20% +/-5%

- II. Provides technical assistance and administrative direction to county department of job and family services on administration of client services programs and analyzes and interprets federal and state regulations governing client services programs.

Frequency: 20% +/- 5%

- III. Co-ordinates client services programs with federal, state, and/or local agencies in administrating services delivery systems.

Frequency: 10% +/- 2%

- V. Performs public relations functions.



Frequency: 5% +/- 1%

VI. Completes reports and associated paperwork.

Frequency: 5% +/- 1%

VII. Maintains current knowledge of new developments, laws and regulations in client services and human development and/or related fields.



**ADDITIONAL DUTIES FOR THE
JOB CLASSIFICATION OF
PROGRAM SPECIALIST**

NOTE: The following additional duties include functions that may be performed by some but not the majority of individuals in the classification.

- I. Assists Caseworkers with cases.
- II. Determines eligibility for specific agency programs and deals with special requests.

NOTE: Depending on the program (s) for which a Program Specialist is responsible, he or she may work with individuals with special needs. For example, at risk children, the elderly, severely behaviorally handicapped children, mentally retarded, or other institutionalized individuals.

- III. Provides educational counseling and emotional support to children and families.
 - 1. Conducts home visits.
 - A. Works with both children and families identified to be “at risk”.
 - B. Teaches learning or problem solving strategies, behavioral skills, social skills, and anger management.
 - C. Works with parents on adult development strategies.
 - D. Provides or arranges for intense services for children identified as high risk (i.e., those who need serious medical or psychiatric treatment or counseling).
 - 2. Conducts school visits.
 - A. Conducts assessments of “at risk” children in the school environment.
 - B. Screens children for learning disabilities or attention deficit disorder or arrange for these types of services to be provided.
 - C. Teaches learning or problem solving strategies, behavioral skills, social skills, and anger management.
 - D. Cultivates relationships with “at risk” children to help them in building self-esteem and resisting pressure to engage in violence.
 - 3. Arranges for after care in medical situations.



**KSA'S FOR THE
JOB CLASSIFICATION OF
PROGRAM SPECIALIST**

DUTY	KNOWLEDGE	SKILLS	ABILITIES
I	Local, State and Federal laws, rules and regulations; Comprehensive Client Services program planning; Comprehensive Client Services program development; Comprehensive Client Services program implementation; Research methods and techniques; Purchasing practices; Various Agency based service programs (e.g., STAY, Day Care); Intermediate mathematical principles; Training and development issues; Automobile operation; Budgeting and fiscal management principles; Grant proposals; Procedures for certification and license review for Client Services agencies; Funding issues; Social welfare issues.	Driving; Oral communication; Organization; Training others; Public Relations; Writing.	Extract information from various sources; Develop new policies, procedures, or programs ; Interpret policies and procedures; Maintain accurate records; Work independently; Develop community resources to benefit program recipients; Perform intermediate mathematical calculations; Purchase equipment; Evaluate comprehensive Client Services program effectiveness and make appropriate recommendations for changes; Develop comprehensive Client Services programs; Implement comprehensive Client Services programs; Coordinate comprehensive Client Services programs; Work on multiple tasks/projects; Gather, collate and summarize data; Make independent decisions; Drive an automobile; Train others; Interpret technical material; Handle contacts with outside agencies; Explain assignments, procedures, or situations to others; Explain legal or technical issues to others; Develop budgets; Ensure expenditures do not exceed available funds; Write grant proposals; Review and complete funding applications; Conduct certification and license review of service providers.
II	Social welfare issues; Client Services Agencies; Client Services programs; State, Local, and Federal statutes, policies and procedures concerning Client Services programs and operations; Development and implementation of policies, procedures and guidelines for Client Services programs; Research methods; Confidentiality policy.	Organization; Oral Communication; Advisory; Research.	Provide technical assistance and advice to others; Interpret complex Federal, State and Local statutes, policies and procedures; Recommend corrective action plans to others; Develop and implement policies, procedures and guidelines concerning Client Services programs; Perform research; Delineate court-ordered services; Work with others.
III	Local, State and Federal laws, rules and regulations; Comprehensive Client Services program planning; Comprehensive Client Services program development; Comprehensive Client Services program	Oral communication; Public relations; Organization.	Develop new policies, procedures, or programs ; Interpret complex policies and procedures; Implement comprehensive Client Services programs; Coordinate comprehensive Client Services programs; Work on multiple tasks/projects; Gather, collate and summarize data;



	<p>implementation; Administrative practices; Public relations issues; Various Agency based service programs (e.g., STAY, Day Care); Community resources to benefit program recipients; Contracts and negotiations; Social welfare issues.</p>		<p>Act as a liaison; Make independent decisions; Interpret technical material; Handle contacts with outside agencies; Explain assignments, procedures, or situations to others; Explain legal or technical issues to others; Negotiate contracts; Develop community resources.</p>
IV	<p>Training and development issues; Agency based service programs (e.g., STAY, Day Care); Social welfare issues.</p>	<p>Oral communication; Organization; Training; Public speaking.</p>	<p>Interpret policies and procedures; Train others; Handle contacts with outside agencies; Develop training programs; Perform needs analyses; Interpret technical material; Explain legal or technical issues to others; Explain assignments, procedures, or situations to others; Speak before an audience; Listen for problems or issues and provide responses or explanations.</p>
V	<p>Public relations issues; Agency based service programs (e.g., STAY, DAY Care); Training and development issues; Social welfare issues.</p>	<p>Oral communication; Organization; Public speaking.</p>	<p>Speak before an audience; Explain legal or technical issues to others; Listen for problems or issues and provide responses or explanations; Interpret policies and procedures; Train others; Handle contacts with outside agencies; Prepare and deliver lectures.</p>
VI	<p>Office practices and procedures; Intermediate mathematical principles; Generation of reports; Social welfare issues.</p>	<p>Organization; Writing.</p>	<p>Interpret policies and procedures; Listen for problems or issues and provide responses or explanations; Perform intermediate mathematical operations (addition, subtraction, multiplication, and division of fractions, decimals, and percentages); Maintain accurate records; Statistically analyze data at a basic level; Write reports; Prepare correspondence; Handle contacts with outside agencies; Gather, collate and summarize data.</p>
VII	<p>Local, State and Federal laws, rules and regulations; Program planning; Social welfare issues.</p>	<p>Organization; Reading comprehension.</p>	<p>Extract information from various sources; Reading comprehension; Understand manuals and verbal instructions; Interpret technical material.</p>



Minimum Qualifications

- Completion of two years technical training or undergraduate major core coursework in psychology, social work, human relations, sociology or related field. Also requires three years experience in coordinating and administering a human services program.
- Or two courses or twelve months experience in social welfare, two courses or twelve months experience in accounting, two courses or twelve months experience in business administration, one course or six months experience in finance, one course or six months experience in written communication for business, one course or six months experience in public relations, one course or six months experience in verbal communication, one course or six months experience in child psychology, and one course or six months experience in adult psychology. Also requires four years experience in coordinating and administering a human services program.

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

Unusual Working Conditions/Hazards

The position requires no unusual physical demands. Most of the work is sedentary and performed in an office setting. The incumbent is required to lift paper or other office supplies which typically weigh less than five (5) pounds. For the most part, the position involves very limited probability of any injury, but minor risks related to injuries involving an office setting, such as tripping and falling, do exist. Occasionally, the incumbent may be exposed to contagious diseases while in the field.

Note: Job duties may vary widely depending on the specific program(s) the Program Specialist is responsible for, the number of programs the incumbent is in charge of, and the scope and breadth of the program(s).