

**STATE OF OHIO (DAS)  
CLASSIFICATION  
SPECIFICATION**

**CLASSIFICATION SERIES:**

Human Services Program

**SERIES NO.:**

6941

**MAJOR AGENCIES:**

Youth Services, ODJFS- excluding Office of Medicaid, Mental Health, MR/DD, Aging, Health

**EFFECTIVE DATE:**

03/07/2004

**SERIES PURPOSE:**

The purpose of the human services program occupation is to develop, coordinate & implement human services programs which provide direct or indirect services to the public or institutionalized persons. At the lower levels, incumbents implement human services programs or act as program/project consultant. At the higher levels, incumbents supervise or administer human services programs & formulate & direct implementation of human services program policies, procedures, goals & objectives.

Note: A human services program is any program designed to address clients' financial, functional, emotional, medical or nutritional needs or any programs designed to directly effect the delivery of such services by service providers (e.g., development of client &/or provider eligibility standards &/or other governing regulations, but excludes programs designed solely for hearing appeals from clients &/or service providers) or for health care promotion/disease prevention or for all functions in the Ohio Department of Job & Family Services' Office of Medicaid.

This series may be used within agency/institution &/or in community setting, except for human services program consultant which is restricted for use in central office, district or regional location.

**CLASS TITLE:**

Human Services Program Consultant

**CLASS NUMBER:**

69413

**EFFECTIVE DATE:**

03/07/2004

**CLASS CONCEPT:**

The advanced level class works under direction & requires thorough knowledge of human services or related field & program techniques in order to act as program consultant for assigned number of projects, providers or counties, or assigned region or district, or on statewide basis for particular category of service/issues, or to special planning committee/ council by performing three or all of following duties: provide technical assistance, monitor & evaluate through onsite visits, telephone contact &/or printed surveys for compliance with state plan, standards, grant funding &/or for quality assurance, assist in developing &/or presenting health care promotion or educational activities & materials, &/or assist in assessing & planning or plan & coordinate service delivery.

**CLASS TITLE:**

Human Services Program Administrator 1

**CLASS NUMBER:**

69415

**EFFECTIVE DATE:**

12/15/1991

**CLASS CONCEPT:**

The first management level class works under general direction & requires thorough knowledge of social or behavioral science or comparable field in order to plan, evaluate & direct one component of human services program (i.e., supervisor does not have statewide program responsibility) & supervise professional &/or technical human service program employees assigned to one unit.

**CLASS TITLE:**

Human Services Program Administrator 2

**CLASS NUMBER:**

69416

**EFFECTIVE DATE:**

03/07/2004

**CLASS CONCEPT:**

The second management level class works under administrative direction & requires thorough knowledge of business administration, social or behavioral science or comparable field & applicable federal/state program regulations in order to supervise multi-unit human services program section (i.e., comprised of 2 or more supervisory level personnel) & to plan,

evaluate & direct the section's operations, or to plan, evaluate & direct one component of human services program that has statewide impact & supervise one unit of professional &/or technical human services program employees or combination of professional, technical, administrative &/or clerical/secretarial support staff (i.e., supervision over two employees in clerical/secretarial & related classification in 10000 clerical & administrative support division of state class plan does not suffice), or to supervise ODJFS case management analysts, oversee quality control compliance of all county departments of job & family services, assigned to one district with public assistance regulations & guidelines & analyze, develop & recommend new policies & procedures & amendments affecting quality assurance programs resulting in delivery of services directly to clients served by county departments of job & family services, or to plan & direct multi-unit or unit support program responsible for supervision of technical consultative services to county child support enforcement agencies in assigned district (i.e., approximately 20 counties) & supervise staff of professional employees.

**CLASS TITLE:**

Human Services Program Administrator 3

**CLASS NUMBER:**

69417

**EFFECTIVE DATE:**

12/15/1991

**CLASS CONCEPT:**

The third level management class works under administrative direction & requires thorough knowledge of social or behavioral science or comparable field & applicable federal/state regulations in order to direct & coordinate district or regional human services program function & supervise program supervisors, or to formulate & direct implementation of human services program policies, procedures, goals & objectives having statewide impact, or to plan & administer activities of one bureau having statewide impact & supervise subordinate program or supervisory personnel, or to plan, implement & administer medical cost containment program (i.e., only one position per agency) & all related activities for one agency & supervise assigned staff.

**CLASS TITLE:**

Human Services Program Administrator 4

**CLASS NUMBER:**

69418

**EFFECTIVE DATE:**

12/15/1991

**CLASS CONCEPT:**

The fourth management level class works under administrative direction & requires extensive knowledge of social or behavioral science or comparable field & applicable federal/state regulations in order to plan, direct & evaluate statewide human services program operations carried out in one division of assigned agency or one district which has human service program, personnel holding client hearings on disputed eligibility & quality assurance of all service providers in assigned geographic area & to supervise subordinate administrators &/or supervisors, or to formulate & direct implementation of human services policies, procedures, goals & objectives for multiple human services programs having statewide impact.

<b>CLASS TITLE:</b> Human Services Program Consultant	<b>CLASS NUMBER:</b> 69413	<b>BARGAINING UNIT:</b> 012
--	-------------------------------	--------------------------------

**EFFECTIVE DATE:**

03/07/2004

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Acts as program consultant for assigned number of local projects, providers or counties, or assigned region or district, or on statewide basis for particular category of service/issues, or to special planning committee/ council by performing three or all of following duties: provides technical assistance, monitors & evaluates providers, projects, program or service delivery through onsite visits, telephone contact &/or printed surveys for compliance with state plan, standards, grant funding &/or for quality assurance, assists in developing &/or presenting health care promotion or educational activities & materials, &/or assists in assessing & planning or plans & coordinates service delivery/program/project to address identified human services needs of assigned population.

Provides case management, assessment, research &/or investigative services (e.g., enrolls participants in program to ensure immediate treatment &/or arranges appointments for testing; requests, obtains & evaluates information from various sources to determine appropriate placement &/or program service; makes placements for service or contacts provider with referrals; conducts individual telephone & personal interviews with involved parties to diagnose/ confirm actual occurrence of communicable disease; develops proper outbreak control procedures; makes assessments of current immunization levels; investigates outbreaks of childhood, vaccine preventable diseases).

Assists in preparing or prepares grant applications (e.g., estimates funding needs for personnel, travel, equipment &/or screening services; projects/ summarizes objectives, activities, evaluation process, education, tracking & follow-up activities) &/or monitors & evaluates spending & assists in preparing or prepares budget estimates; reviews & approves contract invoices; develops new &/or revises existing service contracts; reviews grant applications to determine appropriateness for funding; schedules, coordinates &/or chairs grant review process; develops request for proposal & announcement of availability of funding to interested providers; recommends approval/ disapproval of grant requests or budget revisions for local projects; writes conditions of grant funding; coordinates mailing of invoices & collection & processing of payments & confers with office of attorney general for collection of non-paid fees.

Develops &/or revises program/project guidelines, standards &/or policy & procedure manual; prepares & maintains required records & reports; develops & coordinates distribution of newsletter &/or prepares articles for inclusion in newsletters; conducts research/literature reviews &/or attends training, seminars & conferences to keep abreast of trends & legislative changes & other developments affecting assigned area(s) of expertise, & to expand knowledge & acquire/expand skills; reviews & responds to complaints &/or inquiries from health care professionals, public, program participants & government officials; operates personal computer/video display terminal to enter & retrieve data &/or generate documents; provides work direction &/or training to other employees assigned to work on given project/program.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science, health or pre-medicine or comparable field; community resources applicable to particular human services program\*; human relations; agency & governmental laws, rules, regulations & procedures applicable to particular human services program\*; human services issues, policy & program planning & analysis; accounting, finance or budgeting\*. Ability to define issues/problems, collect data, establish facts & draw valid conclusions; establish & maintain good rapport with program participants; handle routine & sensitive inquiries from & contacts with government officials &/or providers; prepare review &/or evaluate records, reports &/or financial/grant documents; prepare & deliver training &/or speeches before specialized audiences.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in social or behavioral science, health or pre-medicine or comparable field; 18 mos. exp. in delivery of human services, health care services or medical assistance in governmental, community or private human support services agency or medical provider.

-Or completion of graduate core program in social or behavioral science or medicine-related or comparable field; 6 mos. exp. in delivery of human services, health care services or medical assistance in governmental, community or private

human support services agency or medical provider.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require overnight travel.

<b>CLASS TITLE:</b> Human Services Program Administrator 1	<b>CLASS NUMBER:</b> 69415	<b>BARGAINING UNIT:</b> 022
---	-------------------------------	--------------------------------

**EFFECTIVE DATE:**

12/15/1991

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Plans, evaluates & directs one component of human services program where supervisor does not have statewide responsibility, develops & implements program policies & procedures, provides technical consultative assistance to service providers, monitors program compliance by staff or service agencies, develops budgets &/or monitors fiscal compliance & supervises professional &/or technical personnel assigned to one unit.

Recruits &/or trains employees & assists higher-level administrator in development &/or coordination of overall programs; attends & conducts meetings; prepares &/or maintains unit program reports/documentation &/or proposed legislation or agency rules.

Acts as liaison with community service providers &/or other governmental agencies; speaks to community groups, media &/or public.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science or pre-medicine; program planning for human service organizations; social program & policy analysis; agency & governmental laws, rules, regulations & procedures applicable to particular social program\*; supervisory principles/techniques\*; accounting, finance or budgeting\*. Ability to deal with many variables & determine specific action; prepare & deliver speeches before specialized audiences; establish professional atmosphere as supervisor of social program unit; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in social or behavioral science or pre-medicine; 12 mos. exp. in delivery of social services or medical assistance in governmental, community or private human support services agency or medical provider.

-Or completion of graduate core program in social or behavioral science or medicine-related field; 6 mos. exp. in delivery of human services or medical assistance in governmental, community or private human support services agency or medical provider.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel.

<b>CLASS TITLE:</b> Human Services Program Administrator 2	<b>CLASS NUMBER:</b> 69416	<b>BARGAINING UNIT:</b> 022
---	-------------------------------	--------------------------------

**EFFECTIVE DATE:**

03/07/2004

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Plans, evaluates & directs multi-unit human services program area, develops & implements program policies & procedures, provides technical consultative assistance to service providers &/or other personnel, monitors program compliance by staff or service agencies, develops budgets &/or monitors fiscal compliance & supervises human services program section (i.e., comprised of two or more unit supervisors & professional &/or technical personnel), or plans, evaluates & directs one component of human services program that has statewide impact & supervises one unit of professional &/or technical human services program employees or combination of professional, technical, administrative & clerical/secretarial employees, or supervises ODJFS case management analysts & oversees quality control compliance of all county departments of job & family services & children services boards assigned to one district with public assistance & social services regulations & guidelines, interviews job applicants & trains new employees, examines cases selected for investigation to facilitate timely completion & assigns to staff, evaluates & edits worksheets, reviews schedules & error findings completed by staff to determine completeness for proper case disposition, proper coding & insures all missing data was secured & that procedures have been correctly applied to each element of eligibility & compiles statistical record & narrative summary of cases reviewed & completed by staff, or plans & directs multi-unit or unit support program responsible for provision of technical consultative services to county child support enforcement agencies in assigned district (i.e., approximately 20 counties), develops & implements child support program policies & procedures, monitors program compliance by county agencies & service providers, assists in preparing budgets & implements fiscal controls & supervises assigned staff.

Recruits &/or trains section staff; attends & conducts meetings; oversees preparation & maintenance of section reports/documentation; based upon information provided by ODHS case management analysts, develops recommendations for training & technical assistance to be provided to staff of county departments of job & family services, analyzes, develops & recommends new policies &/or policy amendments & develops corrective actions to be implemented by county departments of job & family services to insure proper & reimbursable grant payments to offset audit findings against county departments of job & family services, loss of federal money to state & proper delivery of services to clients; confers with other departmental supervisors to discuss field investigation findings & merits.

Acts as liaison with community service providers &/or other governmental agencies; speaks to community groups, media &/or public; provides direct client care intervention or service.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science or pre-medicine; program planning for human service organizations; social program & policy analysis; agency & governmental laws, rules, regulations & procedures applicable to particular social program; supervisory principles/techniques; management\*; accounting, finance or budgeting\*. Ability to deal with many variables & determine specific action; prepare & deliver speeches before specialized audiences; establish professional atmosphere as administrator; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in social or behavioral science, pre-medicine or public or business administration or accounting; 18 mos. exp. in delivery of human services or medical assistance in governmental, community or private human support services agency or medical provider or review of such services for cost containment/budget planning; 6 mos. exp. in supervisory principles/techniques.

-Or completion of graduate core program in social or behavioral science, medicine-related field or public or business administration or accounting; 12 mos. exp. in delivery of human services or medical assistance in governmental,

community or private human support services agency or medical provider or review of such services for cost containment/budget planning; 6 mos. exp. in supervisory principles/techniques.

Note: Training in business or public administration or accounting & exp. in review of services for cost containment/budgeting only pertain to medical cost containment program administrator positions.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel.

<b><u>CLASS TITLE:</u></b> Human Services Program Administrator 3	<b><u>CLASS NUMBER:</u></b> 69417	<b><u>BARGAINING UNIT:</u></b> 022
--	--------------------------------------	---------------------------------------

**EFFECTIVE DATE:**

12/15/1991

**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Directs & coordinates district or regional human services program operations, analyzes & interprets federal & state regulations & laws & ensures program compliance, formulates & directs implementation of program policies, procedures, goals & objectives & provides technical consultative assistance to program administrators including budgeting & delivery of services & supervises district or regional program supervisors & professional &/or technical personnel, or plans & administers activities of one bureau having statewide impact & supervises lower-level program or supervisory personnel, or formulates & directs implementation of human services program policies, procedures, goals & objectives having statewide impact, or plans, implements & administers medical cost containment program or medical coverage, payment & cost containment programs & related activities for one assigned agency & supervises assigned staff.

Represents district or regional program in conferences & meetings; oversees preparation & maintenance of district or regional reports/documentation.

Acts as liaison with community service providers &/or other governmental agencies; speaks to community groups, media &/or public; acts as liaison with courts, police departments &/or parole officers.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science or pre-medicine; program planning for human service organizations; social program & policy analysis; agency & governmental laws, rules, regulations & procedures applicable to particular social program; supervisory principles/techniques; management; accounting, finance or budgeting\*. Ability to deal with many variables & determine specific action; prepare & deliver speeches before specialized audiences; establish professional atmosphere as administrator; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in social or behavioral science or pre-medicine; 24 mos. exp. in delivery of human services or medical assistance in governmental, community or private human support services agency or medical provider; 6 mos. exp. in management; 12 mos. exp. in supervisory principles/techniques.

-Or completion of graduate core program in social or behavioral science or medicine-related field; 18 mos. exp. in delivery of human services or medical assistance in governmental, community or private human support services agency or medical provider; 6 mos. exp. in management; 12 mos. exp. in supervisory principles/techniques.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel.

<b>CLASS TITLE:</b> Human Services Program Administrator 4	<b>CLASS NUMBER:</b> 69418	<b>BARGAINING UNIT:</b> 022
---	-------------------------------	--------------------------------

**EFFECTIVE DATE:**

12/15/1991

**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans, directs, evaluates & administers statewide human services program operations or multiple human service programs at district or regional level carried out in one division of assigned agency or multiple human service programs at district or regional level in state agencies with decentralized operations (i.e., individual institutions do not qualify), analyzes & interprets federal & state regulations & laws & ensures program compliance & formulates & directs implementation of program policies, procedures, goals & objectives & supervises subordinate administrators &/or supervisors involved in program development, implementation & supervision, or plans & administers all operations in one district having human service program, personnel holding hearings on disputed client eligibility & quality assurance of all service providers in assigned geographical area, or formulates & directs implementation of human services policies, procedures, goals & objectives for multiple human services programs having statewide impact.

Develops budget & monitors fiscal compliance; conducts management staff meetings; provides technical advice to agency or deputy director or other governmental administrators.

Acts as liaison with community &/or governmental officials & representatives; attends seminars & conferences; speaks before various groups as program representative; reviews & recommends changes in legislation &/or administrative rules.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science or pre-medicine; program planning for human service organizations; social program & policy analysis; agency & governmental laws, rules, regulations & procedures applicable to particular social program; supervisory principles/techniques; management; accounting, finance or budgeting\*. Ability to deal with many variables & determine specific action; prepare & deliver speeches before specialized audiences; establish professional atmosphere as administrator; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in social or behavioral science or pre-medicine; 30 mos. exp. in delivery of human services or medical assistance in governmental, community or private human support services agency or medical provider; 12 mos. exp. in management; 18 mos. exp. in supervisory principles/techniques.

-Or completion of graduate core program in social or behavioral science or medicine-related field; 24 mos. exp. in delivery of human services or medical assistance in governmental, community or private human support services agency or medical provider; 12 mos. exp. in management; 18 mos. exp. in supervisory principles/techniques.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel.