

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION**

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<b>CLASS TITLE:</b>	<b>PROGRAM MANAGER</b>	<b>CLASS CODE:0171</b>
<b>DEPARTMENT:</b>	<b>HEALTH &amp; HUMAN SERVICES AGENCY</b>	<b>FLSA STATUS: E</b>
<b>REPORTS TO:</b>	<b>VARIOUS</b>	<b>BARGAINING UNIT: MANAGEMENT</b>
<b>CIVIL SERVICE:</b>	<b>YES</b>	<b>DATE: 8/08</b>

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**JOB SUMMARY:**

Under administrative direction provides management level oversight over program staff and performs highly complex professional level functions involving the development, implementation and maintenance of various programs, including: identifying needs; managing the administration of grants; developing contracts; developing policies and procedures; and overseeing fiscal and administrative functions associated with programs.

**DISTINGUISHING CHARACTERISTICS:**

This management level class oversees and manages program/s within various systems of Health and Human Service Agency. This class is distinguished from Senior Program Manager by the complexity and scope of the program/s of the latter, including the responsibility and the specialized knowledge, skills, and abilities necessary to successfully oversee the program, and supervision of licensed professional staff. Program Manager is distinguished from the Program Administrator by the level of supervision provided and the responsibility and oversight of one or more complex program/s.

**SUPERVISION EXERCISED:**

Exercises management level supervision over subordinate supervisors, professionals, and technical and clerical staff.

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

- Oversee program/s and supervise staff in the provision of program areas Establish priorities, goals, and objectives consistent with division and department policies and procedures. Participate in the negotiation, development and monitoring of contracts with providers; assists in the initiation and management of policies and procedures appropriate to the administration of such contracts; develop and coordinate the provision of statistical/database material for reports and program analyses; interpret laws, rules and regulations pertaining to assigned program; ensures program compliance with requirements, and coordinates program activities with other organizations and/or units; participate in the preparation and monitoring of program budgets, work plans and other administrative and fiscal functions, including: determining goals and objectives; reviewing and analyzing project budgets; correcting errors; reviewing billing statements and authorizing payments.
- Carry out supervisory responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Confer with staff, the community, and officials concerning the needs and requirements of programs.
- Develop, amend, and interpret existing policies, procedures and regulations concerning program matters.
- Oversee staff in the compilation and analysis of data and make recommendations on the formulation of policy and procedures, and program changes.
- Oversee staff in conducting studies and making recommendations for procedural or organizational changes; oversee the planning and implementation of program changes.
- Develop and review departmental policies and procedures to ensure compliance with State and federal legislation, regulations, and directives.
- Evaluate materials and information to be used the preparation of budgets, reports, manuals, and publications.
- Oversee the design and implementation of systems and forms for use in operations.
- Coordinate and oversee staff engaged in departmental activities between divisions, with the County, and with outside agencies.
- Represent the department in committee and community meetings.
- Oversee staff in composing, organizing, and revising program reports, policies, and procedure manuals; planning and coordinating the development of new and revised programs, contracts, and interagency agreements with department staff, other County departments, and community agencies.
- Participate in special projects as assigned.
- Perform other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

General Office Equipment          Computer

**MINIMUM QUALIFICATIONS REQUIRED:**

Depending upon area of assignment may require experience and education in a specific field or area such as: Mental Health, Public Health, Social or Community services and/or programs, or Staff Resources, etc.

**Education and Experience:**

A Bachelor's Degree from an accredited college or university in an appropriate field for the area of assignment such as Social or Behavioral Science, Public or Mental Health, Public or Business Administration, etc. and four years of professional level experience in the assigned area with at least one year experience performing supervisory duties and oversight of a program or unit; or one year experience that is the equivalent to Program or Staff Services Administrator; (additional years of supervisory or management level experience may be substituted for up to two years of the degree requirement on a year-for-year basis); or a combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

None

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- Functions, principles, and operation of public social services programs.
- Principles and practices of assigned discipline including public administration; governmental finance, budgeting, and accounting; supervision; personnel administration; analytical procedures; procurement methods; and modern office management methods and practices.
- Technical report writing, methods of analysis, and methods of supervision.

**Skill in:**

- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Using a computer terminal to accurately and rapidly enter and retrieve data and information.
- Communicating clearly and effectively, both verbally and in writing with a variety of individuals.
- Preparing clear and concise reports, correspondence and other written materials.

**Mental and Physical Ability to:**

- Effectively plan, develop, implement and evaluate comprehensive health or social services programs of a broad scope and a high degree of complexity.
- Exercise administrative supervision and direction over professional, technical, and clerical staff.
- Analyze operational problems and make sound policy and procedural recommendations.
- Make effective presentations before public officials, committees, and outside agencies.
- Establish and maintain effective working relationships with fellow employees and the public.
- Prepare technical and analytical reports
- Use initiative and independent judgment within established procedural guidelines.
- Plan, delegate, prioritize and evaluate the work of staff and provide effective supervision.
- Develop and implement short and long range program goals and objectives.
- Analyze policies and procedures, develop and implement revisions.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.