

**PROGRAM SPECIALIST I  
PROGRAM SPECIALIST II  
SENIOR PROGRAM SPECIALIST**

**DEFINITION**

This classification series is responsible for: researching, analyzing, and developing recommendations related to a variety of departmental programs; conducting administrative studies related to program policies, procedures, and methods; coordinating the development and implementation of program or operational changes; monitoring program contracts, grants, progress, budget, and regulation compliance; and performing other program related work as required.

**DISTINGUISHING CHARACTERISTICS**

The Program Specialist class series differs from the Staff Services class series in that Program Specialists are assigned to positions directly related to specific program operations and/or management. Positions allocated to the Staff Services series, on the other hand, perform more general staff services support in the areas of administration, personnel, staff development, and fiscal. The work assigned to the Staff Services positions is in support of the department while the work of the Program Specialist positions is in support of the departmental specific programs.

The Program Specialist I class is the entry into the professional Program Specialist series and is designed to provide on-the-job training for persons with only minimal general program experience coupled with education. Employees at this level perform increasing responsible program work under close supervision and within established policy and procedure guidelines. As skills increase, less supervision is required. Positions in this class are normally flexibly staffed to the next level in the series, Program Specialist II, after one year of satisfactory performance.

Program Specialist II is the journey-level class in the professional Program Specialist series. Incumbents work under general supervision and are expected to perform the entire range of program specialist duties requiring complete knowledge of departmental policies and procedures. Work in this class is distinguished from that of Program Specialist I by the greater complexity of the assignments received and by the greater independence with which the incumbent is expected to operate. Positions in this class are typically flexibly staffed from the lower-level class of Program Specialist I, or, when filled from the outside, require prior professional program administrative experience. Appointment to the higher class requires that the employee be performing substantially the full range of duties for the class and meet the qualification standards for the class.

Senior Program Specialist is the advanced journey-level class in the professional Program Specialist series and is distinguished by the more difficult program area assignments.

## **SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by a higher-level departmental staff. Responsibilities of the Senior Program Specialist may include direct supervision of clerical and technical staff and indirect supervision of professional staff such as Program Specialist I/II's.

## **EXAMPLES OF DUTIES**

Depending upon assignment, duties may include, but are not limited to, the following:

- Analyze new and revised legislation, which govern program area in order to determine impact upon operations.
- Evaluate existing operations and procedures within an assigned program area.
- Conduct studies and make recommendations for procedural or organizational changes; plan and implement program changes with required resources.
- Develop and review departmental policies and procedures to ensure compliance with State and federal legislation, regulations, and directives.
- Compose, organize, and revise program reports, policies, and procedure manuals; plan and coordinate the development of new and revised programs, contracts, and interagency agreements with department staff, other County departments, and community agencies.
- Act as technical expert and resource person to staff regarding program policies and procedures.
- Research, analyze, and prepare recommendations regarding special projects.
- Act as department liaison with various agencies and departments; may serve as departmental representative on various committees and at meetings.
- Prepare and submit various mandated financial, operational, and statistical reports.
- Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Functions, principles, and operation of public social services programs.
- Available sources of public assistance program laws, legislation, rules, and regulations.
- Principles of planning, organization, research, and analysis.
- Principles of training and development.
- State and federal laws and regulations with particular emphasis on compliance requirements and funding allocations.

**Ability to:**

- Gather information and draw appropriate conclusions.
- Interpret new and revised regulations and to project probable impacts to the program.
- Develop, revise, and implement departmental operating policies and procedures.
- Define organizational, procedural, and resource allocation problems.
- Collect, organize, and evaluate pertinent data, define and validate conclusions, identify alternative solutions, and project consequences of decisions and recommendations.
- Prepare clear, concise, and complete reports, correspondence, directives, and manuals.
- Speak effectively in groups and in individual situations.
- Establish and maintain effective line of communication and working relationships at all organizational levels.
- Give and follow oral and written instructions.
- Work under conditions of changing priorities and tight time schedules.

**Experience and Education**

**Program Specialist I**

One of the following qualification patterns would be considered minimally qualifying:

1. One year of experience within the Interagency Merit System as an Eligibility Worker II (I changed from EW III to EW II), Employment and Training Worker I, or a Social Worker I **AND**, completion of 60 semester college units.
2. A bachelor's degree from an accredited college or university with a degree in public or business administration, social work, behavioral science, or a closely related field.
3. One year of experience performing management, personnel, fiscal, or staff development work including the independent development of reports and recommendations at the paraprofessional, technical level; **AND**, completion of 60 semester college units (two years of additional qualifying experience may substitute for the required education).

**Program Specialist II**

One of the following qualification patterns would be considered minimally qualifying:

1. One year of experience within the Interagency Merit System as a Program Specialist I, a Social Worker II, Eligibility Worker Supervisor, or Employment and Training Supervisor.
2. One year of experience performing professional social service program work performing duties similar to those performed within the MSS classifications Program Specialist I, Social Worker II, Eligibility Worker III, or Employment and Training

Worker II **AND** bachelor's degree from an accredited college or university with a degree in public or business administration, social work, behavioral science, or a closely related field (two years of additional qualifying experience may substitute for the required education).

### **Senior Program Specialist**

One of the following qualification patterns would be considered minimally qualifying:

1. One year of experience within the Interagency Merit System as a Program Specialist II, a Social Worker III/IV, **OR**, two years as an Eligibility Worker Supervisor or Employment and Training Supervisor.
2. Two years of experience performing professional social service program work performing duties similar to those performed within the MSS classifications Program Specialist I, Social Worker II, Eligibility Worker III, or Employment and Training Worker II **AND** a bachelor's degree from an accredited college or university with a degree in public or business administration, social work, behavioral science, or a closely related field (two years of additional qualifying experience may substitute for the required education).

### **Senior Program Specialist – Children’s Protective Services**

- 1) Describe your experience in coordinating, developing, and/or implementing a program or an operational change.
- 2) Please discuss your level of responsibility and experience in writing procedures correspondences, narratives, statistical reports as well as other documents (i.e., program contracts, grants, progress, budget, and regulation compliance reports) related to program policies, procedures, and methods.
- 3) This position requires detailed knowledge of the programs within the Department of Social Services. Please provide additional information about the various positions you have held with a Department of Social Services and which programs you are familiar with and the extent of that familiarity. In addition, which program do you feel you have the most experience with and would be most beneficial to?