

Mendocino County Department of  
Social Services

Developed January 2000  
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## **PROGRAM ADMINISTRATOR**

### **DEFINITION**

This classification is responsible for planning, directing, evaluating, participating, and supervising the work in the research, analysis, and development of 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**

Positions allocated to this classification are either the highest working-level classification that is responsible for the unusually difficult and complex program specialist assignments or are providing supervision over Program Specialists and/or clerical staff. Incumbents who supervise also have responsibility for a complex program area. Positions allocated to this class based upon difficulty and complexity of assignment perform specialist work at the highest level requiring the ability to work with a high degree of independence on problems, issues, and subjects that have a wide ranging programmatic impact.

The Program Administrator is distinguished from the Senior Program Specialist in that Program Administrators are the first-line supervisor and are responsible for the more complex program areas whereas the Senior Program Specialist may provide indirect supervision but is not designated a first-line supervisor and performs less complex program duties. This class differs from Program Manager in that some Administrators provide supervision but not over multiple program areas as the Managers are responsible for.

### **SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by a higher-level management position. The Program Administrator may directly supervise Program Specialists and other staff.

### **EXAMPLES OF DUTIES**

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

- Supervise, train, direct, hire, discipline, and evaluate assigned staff including Program Specialist.
- Supervise and participate in or perform the more difficult and complex work of an assigned program which may include the supervision of professional, technical, and clerical staff support engaged in the review and analysis of program operations, policies, and procedures; supervise and participate in the preparation and monitoring

- Assign, coordinate, schedule, and review the work of subordinate staff members; make recommendations regarding the hiring and disciplining of staff.
- Gather and study data regarding program operations; review and analyze program studies, policies, and procedures, budgetary requirements, and other aspects of program management; prepare reports, and make recommendations on departmental policies, procedures, and operations.
- Review and analyze legislation, and state mandated regulations and to determine impact on program; make recommendations for necessary actions.
- Represent the department in meetings with community and personnel from other agencies.
- Compile and analyze data and make recommendations on the formulation of policy and procedures, and staffing and organizational changes.
- Conduct surveys and perform research and statistical analyses on administrative, fiscal, personnel, and operational problems related to program.
- Participate in the installation of new and revised programs, systems, procedures, and methods of operation.
- Coordinate and perform the more complex and difficult program activities.
- Compile materials and assist in the preparation of budgets, reports, manuals, and publications.
- Respond to complaints and requests for information.
- Participate in special projects as assigned.
- Perform related duties as assigned.

**Knowledge of:**

- Functions, principles, and operation of public social services programs.
- General principles and practices of public administration including personnel administration, accounting, budgeting, staff development, or program analysis.
- Principles and practices of effective supervision.
- 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**

- Plan, organize, direct, and review the work assigned to staff.
- Select, train, supervise, evaluate, and discipline subordinate staff.
- Provide verbal and written technical direction to others.
- Communicate effectively in writing in order to prepare a variety of reports, correspondence, and memoranda,
- Properly interpret and make decisions in accordance with appropriate laws, rules, and policies.

of contracts executed by the department; and supervise and participate in the preparation of major program and departmental reports.