

SENIOR PROGRAM MANAGER

DEFINITION

This classification is responsible for directing, planning, organizing, administering, and managing the operations, functions, and programs of major program areas within the Department of Social Services requiring specialized knowledge and skills in the area, such as Human Resources, Fiscal, Information Systems, and Protective Services.

DISTINGUISHING CHARACTERISTICS

The Senior Program Manager is a second level supervisor and first level management position within the Department of Social Services. It has responsibility for assisting with the general management of a major and complex division within the department, that extends department wide, as well as directing, managing, supervising, and coordinating the operations, functions, and services within the division. The Senior Program Manager is distinguished from the Program Manager I in the complexity and scope of the program they are responsible for and the specialized knowledge, skills, and abilities necessary to successfully oversee the program. Duties may include but are not limited to the preparation and maintenance of program budgets, grant preparations and management, resource development and management, overall management of the program areas and providing direct supervision to clerical, technical, and professional level staff.

SUPERVISION RECEIVED AND GIVEN

The Senior Program Manager is under direction of either a Deputy Director and/or the Director. The Senior Program Manager directly supervises Program Administrators and/or Program Specialists, Social Worker Supervisors, and other staff.

EXAMPLES OF DUTIES

- Assists with the general management and administration of one of several complex divisions within the Department of Social Services, including fiscal management, personnel management, and program planning and evaluations
- Plans, organizes, directs, manages and coordinates the operations, programs, and services of an assigned group of units within the assigned division
- Has responsibility for selection, supervision, training, and evaluation of staff including staff utilization and record maintenance
- Serves as a resource for interpretation of Federal and State laws affecting the division; has a major role in the development, and administration; reviews and assures proper procedures are in place and followed.

- Performs analysis and prepares detailed written reports of findings pertaining to the quality and efficiency of services provided within the division
- Oversees a variety of quality assurance activities; is responsible for maintaining current awareness of changes in laws and regulations as well as keeping subordinate staff informed
- Performs other assigned duties.

QUALIFICATIONS

Knowledge of:

- Functions, principles, and operations of programs within a public social services department.
- Business and public administration, including organization analysis and development.
- Principles and practices of personnel administration including supervision, personnel administration, and modern office equipment.
- Methods of analysis and technical writing.

Ability to:

- Effectively plan, develop, and implement comprehensive program within a social services department 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 general public.
- Conduct analysis and prepare technical reports.

MINIMUM QUALIFICATIONS

A Bachelor's Degree from an accredited college or university and 3 years of supervisory experience in the specialized field OR a Master's Degree and 2 years of supervisory experience in the specialized field (additional years of supervisory experience may be substituted for the degree requirement on a year-for-year basis).

OR

Appropriate licensure and/or advanced degree is highly desirable such as Certified Public Accountant license, Master's in Social Work, Master's in Business Administration or Master's Degree in Human Resources or Industrial and Organizational Psychology or similar fields.