



SOCIAL SERVICE PROGRAM SPECIALIST 3

Department: Human Services
Job Class #: 151500
Pay Range: Professional 08

FLSA: Non-exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This high level professional work in planning, development and evaluation of county funded social service programs. Incumbents are responsible for developing and implementing policy and program plans, budget monitoring, goals, objectives and compliance for assigned social service programs. Incumbents may perform lead duties.

SERIES CONCEPT: The Social Service Program Specialist 3 is the third level of a 3 level series. The Social Service Program Specialist 3 is distinguished from the Social Service Program Specialist 2 classification by the responsibility to plan, develop, monitor and implement specific program plans and budgets, providing guidance and direction to Social Service Program Specialists 1 and 2 and by the impact of the functions performed and the degree of decision-making and judgment.

ESSENTIAL FUNCTIONS:

- Develop program plans. Facilitate planning committee meetings and public hearings/forums as appropriate. Coordinate citizen groups, service agencies, and other organizations involved in the planning process.
- Participate in local and statewide workgroups regarding planning and policy development.
- Assist the Social Service Supervisor with overall policy development.
- Prepare special studies, reports, and statistical information necessary for future planning and community policy decisions.
- Assist the Social Service Supervisor in the coordination and recruitment of citizen groups, service agencies and other organizations involved in the planning process.
- Keep current, review and analyze local, state and federal legislative issues and trends in area of program assignment.
- Provide guidance in the implementation and monitoring of plans.
- Interpret complex or detailed federal or state regulations to ensure program compliance.
- Identify systems concerns and suggest appropriate changes and/or interventions.
- Assist Social Service Supervisor with resolution of appeals and grievances.
- Coordinate the implementation of overall systems corrective action plans and monitor their effectiveness.
- Provide technical assistance to Social Service Program Specialists 1 and 2 and contractors. Research applicable county, state, and federal laws, rules, regulations, policies and procedures to develop and answer programmatic questions.
- Participate in annual site review process as needed.
- Represent the agency at meetings including State and Federal stakeholder workgroups related to assigned program area.
- Identify, suggest and provide for public education in the program area.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.

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- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.
- Assign work to a specific work unit and ensure tasks are completed correctly and timely.
- May approve leave requests and work schedules.
- Provide input on performance evaluations.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under minimum supervision with the employee expected to exercise independent judgment in decision making. Work is reviewed in progress and upon completion by the supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures. This position does not supervise but may function as a Lead Worker.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Social Service Program Specialist 3 works in an office environment on a daily basis. Travel to various work sites and/or meeting locations is required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours is required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Finger dexterity to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel to attend meetings away from regular work site may be required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of social service planning, coordination, contracting, budget and grant preparation, monitoring and evaluation.
- Current legislative issues affecting program areas.
- Applicable federal, state and local laws, rules, policies and procedures.
- Public administration and community education.
- Social/human services needs, programs and resources.
- Legislative issues impacting social services related programs.
- Complaint investigation and conflict resolution procedures.

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Grant, project and program development and implementation
- Budget development.
- Providing consultation and monitoring of a variety people and agencies.

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- Providing community education.
- Public speaking.
- Use and operation of personal computer, job-related computer programs such as Word, Excel, and Power Point, and other office equipment.

Ability to:

- Analyze situations quickly and objectively and determine a proper course of action; use appropriate independent judgment to make decisions of a technical nature in support of Division/Department/County goals and objectives.
- Analyze complex data and fiscal information.
- Prepare detailed and grammatically correct technical reports.
- Write and develop contracts and grants.
- Develop and implement projects and programs.
- Apply federal and state laws and regulations within the scope of this work
- Interpret, develop and implement policies and guidelines for providers.
- Develop project and contract budgets.
- Monitor and provide direction to a variety of people and agencies.
- Lead meetings, facilitate work groups and represent department/division management and leadership.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: Graduation from a four year college or university with a Bachelor's degree in public or business administration or social work, or a related field and three years of professional social services work experience which includes work with related programs, contracts, planning, or services required. Any combination of education and experience may substitute for the minimum requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Successful completion of a Pierce County background investigation is required prior to employment. Must possess a valid Washington State Driver's license, or the ability to obtain the license within 30 days of employment, or otherwise meet the travel requirements of the position.