

HUMAN SERVICES PROGRAM COORDINATOR II

DISTINGUISHING FEATURES OF THE CLASS: The Human Services Program Coordinator II position has a full scope of program responsibility and is responsible for all activities, including program development, establishment of program policies and procedures, program implementation, consultation, monitoring program activities, and training staff. The series of Human Services Program Coordinator has levels that are differentiated by the complexity of the duties, scope and impact of the program area, and the amount of discretion the incumbent has to carry out the program functions. Supervision may be exercised over other program positions and clerical support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Evaluates and monitors a human service program, providing critical review and analysis of the services provided to ensure the program runs smoothly and is in compliance with regulations and codes;

Evaluates effectiveness of the program and develops and implements policies, practices and procedures designed to meet program goals;

Oversees the administration of fiscal aspects of the program area (e.g. grants, federal allocations, etc.) to ensure the funding stream remains viable;

Acts as the contract monitor to outside vendors and other parties responsible for administrative services;

Monitors and coordinates all activities related to the service provided, including required recording, reporting, referral and follow-up;

Analyzes and evaluates pertinent data and prepares accurate and informative reports; maintains essential records and files;

Provides technical assistance and consultation to all parties involved with the program and acts as the representative of the program area;

Serves as liaison between community based agencies and state and local government agencies in matters relating to policy making, interpretation of rules and regulations, program development, and implementation of guidelines;

Performs various administrative tasks to ensure the optimum operation and delivery of human service programs;

Prepares staffing schedules to insure adequate coverage to meet service delivery objectives.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of community agencies, facilities and services which can be used to aid program participants;
- Good knowledge of rules, regulations, policies, and procedures, of the program;
- Good knowledge of federal and state laws concerning the program;
- Good knowledge of modern public social work and management theory, of approved practices, and the problems encountered in implementing and making effective use of them;
- Good knowledge of principles and practices of community organizing and social policy planning, as well as the problems encountered in the field and the alternatives available to overcome them;
- Good knowledge of problems likely to be encountered in developing and carrying out an integrated human service program;
- Ability to plan and coordinate activities to improve and integrate services;
- Ability to evaluate and prepare reports with recommendations concerning human service programs, delivery of service, and the impact on participants;
- Ability to analyze and interpret laws, rules, regulations, and procedures and apply them to specific situations;
- Ability to establish and maintain cooperative working relationships with citizens, public officials, and associates;
- Ability to negotiate and monitor program compliance;
- Ability to empathize with the characteristics, needs and problems of the clients of the program;
- Ability to read, write, speak, understand, and communicate sufficiently to perform the duties of this position;
- Ability to prepare records and reports, compile statistics, and analyze data;
- Ability to analyze and evaluate pertinent data, identify problem areas, and provide suitable solutions;
- Ability to organize assigned work and develop effective work methods;
- Ability to communicate effectively both orally and in writing and prepare accurate and informative reports and correspondence;
- Ability to establish and maintain essential records and files;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and four years human service experience in a public or private human service or health care agency, one of which must have been in an administrative, supervisory, or program planning/analyzing capacity.

NOTE: Education beyond the Bachelor's degree in the field of public or business administration, social sciences, human services, planning, or closely related field can be substituted for experience on a year for year basis.