

Classification Title: Human Services Program Manager

FLSA Status: Exempt

BRIEF DESCRIPTION: Provides leadership, develops, manages and operates programs in the Human Services Department that provide assistance in areas which include physical health, mental health or social services. Supervises multiple work units and provides back-up support to division directors. Researches trends, analyzes data and develops programs based on community needs and funding strategies.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Researches, plans, develops and communicates program goals and objectives. Ensures program compliance with local, state and federal guidelines and regulations. Evaluates ongoing activities.
2	S	Develops budget requests, business strategies and work plans. Designs quality assurance programs and prioritizes activities. Monitors expenditures, contracting agencies and funding sources, seeking efficient ways to provide services.
3	S	Serves on various committees and represents the agency and department to improve and develop program services which will meet the changing needs of the client population.
4	S	Investigates and responds to grievances and critical events. Hears appeals as requested and recommends actions.
5	S	Manages all staff functions and hires, trains and supervises staff and functional areas.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor's degree in Human Services, Health or related field.
Experience	Five years of experience related to the area of employment.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	A valid driver's license and a "safe" driving record may be required.

CLASSIFICATION REQUIREMENTS	
Reading	Advanced
Math	Intermediate
Writing	Advanced
Managerial	Receives Broad Direction.
Budget Responsibility	Researches documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures).
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness and realigning work as needed.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Basic medical tools and screening equipment and supplies, calculator, computers, printers and related software.

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

- (1) N/A
- (2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.