



**TITLE: HEALTH SERVICES AGENCY PROGRAM MANAGER**

**FLSA: Exempt**

**BOARD APPROVED:**

**BARGAINING UNIT: Mgmt.**

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### **DEFINITION**

Under direction, the Program Manager plans, organizes, and manages the work of staff who provide oversight to health service programs that provides prevention and direct services to targeted populations within the County. Provides leadership in organizing and managing multiple department programs.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from assigned management personnel. A Program Manager provides direct supervision of assigned department supervisory and support staff, and to other staff as assigned.

### **CLASS CHARACTERISTICS**

The Program Manager serves in a first-level managerial capacity and assumes authority over activities and operations under their area of responsibility. The Program Manager classification differs from the next higher level director classifications in that the later typically have responsibility for multiple administrative and staff services work in area such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing in the department or for a single center where two or more subordinate levels of supervision exist.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

- Manage the daily work activities of a program or multiple programs, directly or through subordinate supervisors, by establishing performance levels, communicating goals and performance expectations, and monitoring and reviewing work to ensure conformance to established policies and procedures, and standards for quality and timeliness.
- Assess service delivery to communicate findings to upper management, implement changes to improve efficiency and service quality, maximize effectiveness of program operations, and ensure alignment with the agency's mission.
- Ensure programs or work units are staffed with qualified individuals by resolving performance problems, documenting performance according to policy, training and developing staff, and assisting in the selection, hiring, and promotion of staff.
- Interpret laws and regulations, including new laws and proposed legislation, to determine relevancy to department operations and services, and assess program compliance with laws and regulations.
- Assess the need for changes to policies or programs based on initiatives to improve services, new services or program modifications, and opportunities for cross-collaboration of program areas.

- Serve as an internal technical expert regarding program matters by providing consultation and guidance to staff, subordinate supervisors, managers, and executive staff.
- Serve as an external technical expert by providing consultation regarding program, legal, or policy matters to external entities such as County department managers or administrators, State departments, Board of Supervisors, advisory boards, and advocacy groups.
- Work collaboratively with personnel of other agencies, community groups, contractors, and other public and private organizations to determine needs for services, and coordinate shared services or collaborative projects, or the provision of services by contracted agencies.
- Research, write and apply for various grants, administer grant programs.
- Monitors operations and procedures; develops and/or approves recommendations for improving the operations and processes.
- Supervises, advises, consults with, and evaluates the work of supervisory, program and administrative support staff to ensure effective center operations and quality client services and care.
- Assist in development of program budgets by reviewing cost estimates and projections and ensuring ongoing monitoring of expenditures to ensure compliance with budget provisions;
- Oversee and identify program funding sources and prepares grant applications and proposals to secure funding; monitors grant funding to ensure compliance with funding agency requirements.
- Approves and manages center expenditures.
- Reviews, prepares and/or submits a variety of administrative, fiscal and technical reports.
- Receives and responds to inquiries, concerns, and complaints regarding service delivery.
- Receives, verifies and otherwise manages payroll for assigned staff.
- Oversee personnel actions to determine compliance with policies and procedures and provides guidance to subordinate supervisors regarding personnel matters.
- Develop or revise policies and procedures to improve operational efficiency and effectiveness and assist higher level management in departmental strategic planning.
- Ensure that information regarding department services and policies is provided accurately and thoroughly to external parties and that all complaints are responded to appropriately and in a timely manner.
- Participate in and promote efforts to enhance cultural competency and equity within the Department.
- Perform other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Applicable Federal, State, County, Department and Division laws, regulations, policies and procedures
- Principles and practices of employee supervision, including planning and assigning work, conducting performance review and evaluation, discipline, and the training of staff in work procedures
- Principles and practices of program management including, planning, development, implementation, monitoring and evaluation
- Methods and techniques for communicating with diverse populations
- Emergency management principles
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly

- Current management and leadership techniques, performance appraisal methods, staff development and public administration
- Program development, administration, and service delivery related to the program or programs in the area of responsibility, which may include services to low-income, elderly and disabled
- Issues of diverse cultures and how they influence agency practices
- Time management, planning and scheduling technique
- Fiscal management principles
- Meeting facilitation and documentation of stakeholder participation
- Grant preparation and administration.
- Modern office practices, methods and computer equipment
- Record keeping principles and procedures
- Computer applications related to the work
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for dealing effectively with and providing a high level of customer service to all individuals contacted in the course of work
- Project Management Techniques
- Community needs and resources related to preventative and direct health service delivery.
- Budgeting principles in order to develop, manage, and/or track budgets, budget allocations, and expenditures
- Philosophy of independent living, consumer empowerment, and consumer directed services, collaborative social change and diversity
- Concise business letter and report writing

**Ability to:**

- Select and supervise staff, provide training and development, make sure work is performed effectively, and evaluate performance in an objective and positive manner.
- Maintain awareness of the functioning and status of multiple work groups or program areas simultaneously.
- Analyze laws, regulations, and policies to ensure all programs and activities are in compliance.
- Identify, analyze, and evaluate situations or problems to determine appropriate courses of action.
- Apply knowledge of laws, regulations, and policies to decision making and problem solving to identify solutions and courses of action that are most appropriate or compliant.
- Communicate verbally, in person or by telephone, clearly and concisely with a variety of audiences.
- Effectively present information one on one and to groups with variety of audiences.
- Writing grants, researching funding opportunities and conducting fundraisers.
- Delegate work assignments and appropriate level of responsibility to employees to ensure the completion of work assignments and projects.
- Identify, analyze, and evaluate situations or problems to determine appropriate courses of action.
- Be flexible in adapting to changes in priorities or resources that impact pre-established timelines and courses of action.
- Read and understand complex written materials such as laws, proposed legislation, policies, reports etc. to interpret, explain, and apply.
- Write to ensure effective and clear communication and proper composition of reports, correspondence, email and other written communications.

- Review and edit documents written by others to ensure proper format, sentence structure, grammar and punctuation.
- Use a personal computer to input data, access information, and create materials and documents using a variety of software applications.
- React calmly and professionally in emergency, emotional, and stressful situations.
- Maintain high personal standards of ethics and integrity.
- Effectively represent the department.
- Effectively facilitate meetings.
- Establish and maintain cooperative working relationships with internal management and staff, and with a variety of external stakeholders Interact effectively with persons of different social, economic, and ethnic backgrounds.
- Work independently and as a team member.

### **Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. Substitutions will be made on a year for year basis. A typical way to obtain the required qualifications would be:*

- Bachelor's degree from an accredited college or university with major coursework in public or business administration, public health, nursing, behavioral or social sciences or a related field
- Three (3) years of professional program administrative experience in a field related to assigned area of responsibility, including one (1) year in a supervisory or management capacity
- Other combinations of education and experience may be considered.

### **License and Special Requirements:**

- Requires a valid California driver's license.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office classification; the job also involves field work requiring walking at site areas to monitor performance and to identify problems or hazards; standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions. Occasionally, while participating in public events, may be exposed to inclement weather conditions.

### **WORKING CONDITIONS**

Employees work in an office environment or in the field with moderate noise levels, limited controlled temperature conditions, and potential exposure to hazardous physical substances.

Employees may be exposed to dust, scents, and fumes. Tasks may require exposure to illness/disease, work related stress and hostile clients. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**EQUAL OPPORTUNITY EMPLOYER / AMERICANS WITH DISABILITIES ACT  
COMPLIANT / VETERANS' PREFERENCE POLICY / DRUG-FREE WORKPLACE**