



**STATE OF NEVADA**  
**Department of Administration**  
**Division of Human Resource Management**

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**CLASS SPECIFICATION**

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<b>SOCIAL SERVICES PROGRAM SPECIALIST III</b>	<b>37</b>	<b>B</b>	<b>12.315</b>
<b>SOCIAL SERVICES PROGRAM SPECIALIST II</b>	<b>35</b>	<b>B</b>	<b>12.318</b>
<b>SOCIAL SERVICES PROGRAM SPECIALIST I</b>	<b>33</b>	<b>B</b>	<b>12.323</b>

**SERIES CONCEPT**

Social Services Program Specialists perform administrative and professional work in conjunction with the administration of statewide public assistance, medical assistance, or social services programs. Positions allocated to this series are primarily focused on program administrative functions which include interpretation of regulations and laws; development of program policies and procedures; quality assurance and quality control; preparation of statistical and narrative reports for federal and State entities and division/department management; and development and enhancement of automated systems that support program operations. While incumbents in this series may interact with clients to resolve customer service issues, the purpose of these positions is not the delivery of direct services to program participants. Employees may be assigned supervisory or lead worker responsibility at any level in the series, but this responsibility does not, by itself, warrant allocation to a higher level.

Participate in planning and developing social services or medical assistance programs to provide needed services; conduct needs assessments; research and evaluate existing programs; identify community and financial resources, and establish committees to assist with program development; calculate the financial and operational impact to the agency; prepare reports and recommendations for management; apply for grants; draft proposed legislation; develop program plans and acquire administrative approval.

Develop and revise program documentation to include State plans, policy manuals, procedures, and contracts to ensure programs are implemented in accordance with program goals and objectives and in compliance with federal regulations and State laws; analyze and interpret federal regulations and State laws; determine the impact upon program operations; gather input from program personnel and other interested parties, coordinate with other affected units within and outside the agency, and acquire agency approval and regulatory approval as needed.

Monitor program quality and compliance to ensure programs are operating effectively, efficiently, and in compliance with program requirements; design monitoring instruments; develop and monitor management information reports; conduct on-site reviews to include a review of program operations, management practices, and program and financial records; identify problem areas, summarize findings in a written report, and develop corrective action plans.

Provide technical assistance and guidance to program staff and respond to inquiries and requests for information from a variety of individuals such as agency management and personnel, other government agencies, community representatives, government officials, media representatives, attorneys, and the general public; interpret federal and State regulations; provide policy clarification and statistical information, complete surveys, resolve complaints, and draft correspondence for managers, administrators and officials.

Conduct research studies to provide administration with needed information; plan the study and design instruments for gathering data; research existing programs, compile and analyze data, prepare comprehensive reports, and develop recommendations.

Prepare and monitor program operating budgets to ensure funds are expended appropriately and in accordance with the goals and objectives of programs; develop annual budgets, allocate funds among program offices,

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**SERIES CONCEPT (cont'd)**

monitor revenue and expenditures, and propose funding adjustments if necessary.

Promote social services or medical assistance programs and serve as a spokesperson for the division; communicate and meet with program personnel, clients, providers, media representatives, community groups, and government officials to promote program goals and objectives; serve as a liaison with local, State, and federal officials regarding the program; deliver speeches and write press releases and public service announcements; and develop informational material such as posters, brochures and pamphlets.

Develop and implement training programs; analyze and research training needs and evaluate training models; develop appropriate training curricula, materials, and methods; establish training schedules, conduct training sessions, and evaluate and update curricula on an ongoing basis.

Provide technical guidance to service providers within or outside the State; explain policies, procedures and applicable regulations; provide consultation on problematic cases.

Participate in the development, maintenance, and enhancement of computerized systems to support program operations; research and evaluate the needs of program staff, initiate system change requests, and work with programming staff to test and implement system changes; prepare documentation for the computer system manual as assigned.

Perform related duties as assigned.

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**CLASS CONCEPTS**

**Social Services Program Specialist III:** Under general direction, incumbents perform the full range of duties described in the series concept and are assigned the most responsible and complex administrative and professional program assignments on a statewide basis. Regulations governing program areas assigned are usually extensive but not definitive, and incumbents are required to exercise judgment when interpreting the regulations or seeking clarification from federal regulatory officials.

Incumbents at this level work directly with a program chief or administrator in planning and implementing principal components of major social services or medical assistance programs and may function as an assistant program chief, supervising subordinate program specialists and other professional personnel as assigned.

Incumbents conduct comprehensive research and analyses and develop recommendations for management concerning substantive changes in policies and programs; participate in the development and implementation of new and more complex social services or medical assistance programs and monitor the initial phases of implementation until programs are established and administrative responsibility is transferred to a lower level program specialist. In addition, incumbents recommend new or improved procedures and processes for the provision of services; serve as a consultant to caseworkers, district and regional managers, and lower level program specialists; monitor and evaluate social services or medical assistance programs operated by local government agencies and private organizations; serve as a liaison to other divisions, State and local agencies, federal representatives, service providers, professional and community organizations, and client representatives.

This class is distinguished from the lower levels by responsibility for the largest, broadest, and most complex, multifaceted programs. The majority of these positions are supervisory.

*The following is a representative sample of duties and responsibilities assigned to Social Services Program Specialist III's and is not intended to be all-inclusive:*

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### CLASS CONCEPTS (cont'd)

#### **Social Services Program Specialist III** (cont'd)

*Child Welfare:* Under general direction of an agency manager, incumbents coordinate, monitor and evaluate a major child welfare component of the statewide social services program; participate in the planning and development of child welfare programs and manage allied grant programs; develop policies, procedures and proposed legislation; develop and monitor program budgets; provide consultation, training and technical assistance to professional and managerial staff; evaluate the quality of case planning with district staff; serve as a division representative and program liaison; evaluate State and local child welfare agencies for compliance with statutory requirements and prescribed standards; and supervise lower level Social Services Program Specialists.

*An example of a Social Services Program Specialist III is a position in the Division of Child & Family Services.* The incumbent has statewide responsibility for planning, monitoring, and fiscal management of all adoption programs including adoption of special needs children, international adoptions, specific request adoptions, other agency adoptions, adoption reunion register, adoption subsidy assistance, adoption fees work program, licensing and monitoring of private child-placing agencies, and Interstate Compact on Adoption and Medical Assistance. The incumbent monitors and maintains fiscal responsibility for the adoption subsidy program, adoption fees work program, and Title IV-B funding for adoption support services. The incumbent prepares testimony and assists with bill draft requests for appropriate legislation; provides policy analysis for program development and justification for program changes; analyzes and prepares annual reports; and analyzes program trends for fiscal impact from funding sources. The incumbent also coordinates program planning with federal and other State agencies, local government entities and private organizations and represents the division on national and regional committees. The incumbent reports to a Clinical Program Planner II and supervises one Social Services Program Specialist II.

*Medicaid Services:* Under general direction of a program chief, incumbents supervise lower level Social Services Program Specialists, other professional, paraprofessional, and/or administrative support personnel; function as statewide program specialists developing, overseeing and implementing policies and procedures, soliciting and contracting with medical and service providers, negotiating fees and assessing the quality of care provided.

*An example of a Social Services Program Specialist III is a position in the Health Care Financing & Policy Division.* The incumbent has statewide responsibility for managing, developing, overseeing, and implementing Provider Enrollment, Third Party Liability, Electronic Verification of Eligibility, Provider Services, Rural Health Clinics, Indian Health Services, and Federally Qualified Health Centers programs. The incumbent develops, oversees, and implements policies and procedures for these programs; ensures compliance with federal regulations, State laws, and agency policies and procedures; participates in federal audits and responds to inquiries and surveys; develops and maintains provider contracts; provides technical assistance and training; and represents the agency at public hearings. The incumbent reports directly to a program chief and supervises one Social Services Program Specialist I, one Health Care Coordinator II, and an Administrative Assistant.

*Public Assistance:* Under general direction of a program chief, incumbents function as a program specialist having primary responsibility for major public assistance programs and allied assistance programs; may serve as an assistant to a program chief and supervise lower level Social Services Program Specialists and support staff; draft and revise the State plan; draft and oversee the implementation of policies, procedures and forms; prepare and monitor operating budgets; conduct research, studies and surveys; conduct district office management reviews and develop corrective action plans; serve as a division representative; coordinate development and maintenance of computerized systems.

*An example of a Social Services Program Specialist III is a position in the Welfare and Supportive Services Division.* The incumbent has statewide responsibility for developing and overseeing the Food Stamp Program, including program components such as Food Stamp Disaster, Food Program State Exchange Program, Benefit

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### CLASS CONCEPTS (cont'd)

#### **Social Services Program Specialist III** (cont'd)

Issuance Contractor, Food Stamp Program Nutrition Network Program Plan, and Electronic Benefit Transfer. The incumbent develops contracts/agreements and memorandums of understanding between the division and other entities related to the program; ensures program components are executed and administered in compliance with federal regulations, State laws, and division goals and objectives; and performs the functions described above. The incumbent reports directly to a program chief and serves as assistant to the chief.

*Support Enforcement:* Under general direction of a program chief, incumbents serve as an assistant to the program chief and supervise a staff comprised of lower level Social Services Program Specialists, other professionals, paraprofessionals and administrative support personnel; plan, direct, and coordinate the development and implementation of policies, procedures, and legislative proposals; implement, enhance and maintain automated systems; monitor and evaluate both State and county program offices.

*An example of a Social Services Program Specialist is a position in the Welfare and Supportive Services Division.* The incumbent has statewide responsibility for the New Hire Reporting Program, IRS Safeguard reports, quality control reviews, maintaining the Child Support Enforcement Handbook, and is the Medicaid systems liaison. The incumbent also works with correctional restitution centers to ensure payment of child support is included in parole/probation orders, and oversees the counties' operating budgets for support enforcement. This position finalizes federal and State reports; develops and maintains the State plan; assists in writing bill draft requests; analyzes legislative bills; and prepares Interim Finance Committee and legislative testimony for the program chief. The incumbent reports to a program chief, serves as an assistant chief, and supervises two Quality Control Specialists, one Social Services Program Specialist I, two Family Services Specialists, and two Administrative Assistants.

**Social Services Program Specialist II:** Under direction, incumbents perform the full range of duties described in the series concept in conjunction with planning, developing, and implementing comprehensive, complex social services or medical assistance programs. Incumbents interpret broad and sometimes ambiguous statutes and regulations that govern the assigned program area; independently make decisions regarding day-to-day program administration activities; apply recognized professional principles to develop solutions to problems; interpret and apply new and existing policies and procedures, and monitor and assess the effectiveness and efficiency of program operations and personnel. Decisions of a controversial nature or which have a significant impact on the program are made in conjunction with, or referred to, supervisory and managerial personnel. In conjunction with higher-level program staff, managers and chiefs, incumbents participate in the development and initial implementation of new program components, short- and long-term plans for the assigned program area and develop new program policies that are reviewed and approved by management prior to implementation.

This class is distinguished from Social Services Program Specialist I by greater responsibility for comprehensive complex programs and/or grants, and independence in interpreting statutes and regulations. At this level, many positions are responsible for new program components or have regional responsibilities.

*The following is a representative sample of duties and responsibilities assigned to Social Services Program Specialist II's in various agencies and is not intended to be all-inclusive:*

*Child Welfare:* Under direction of a Social Services Program Specialist III, interpret federal and State Interstate Compact, placement, adoption, and immigration laws and regulations involving child placement issues between Nevada and all other states; provide assistance to external agencies and attorneys; resolve issues involving medical, Medicaid, school, and foster care maintenance payments and financial assistance eligibility; review and approve or deny social worker recommendations for studies of placement homes; facilitate the return of a child to the sending state if a placement disruption occurs; assist with policy development and revision; collect statistical data; and respond to requests for assistance regarding constituent complaints.

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### CLASS CONCEPTS (cont'd)

#### **Social Services Program Specialist II** (cont'd)

*Medicaid Services:* Under direction of a program chief, monitor multiple statewide programs such as the dental, transportation, and laboratory programs for compliance and quality of services; analyze and interpret regulations, statutes and policies; draft and maintain the State plan and agency policies and procedures; serve as the agency representative on multiple committees; provide ongoing assistance, instruction and technical support to providers, recipients and staff; coordinate a network of services and resources; participate in fair hearings; respond to complaints and controversial claims from both providers and recipients.

*Public Assistance:* Under direction of a program chief, participate in overseeing the administration of multiple programs such as Food Stamp Employment and Training, Pregnancy Prevention, Repatriate, Second Chance Homes, and Statutory Rape Education; develop policies and procedures; provide training and technical assistance to program staff; conduct statewide program reviews; monitor program expenditures; negotiate and prepare contracts; compile and analyze data; conduct research and prepare reports.

*Support Enforcement:* Under direction of a program chief, design and develop multiple portions of the statewide child support program; develop program policies and procedures, provide training, consultation and technical assistance to program personnel in State and county program offices; initiate system change requests and test system changes; respond to requests for information from a variety of sources such as attorneys, government agencies, public officials and the media; resolve program problems and complaints from jurisdictions within and outside of Nevada; oversee contracts; and acquire data and prepare reports.

**Social Services Program Specialist I:** Under direction, incumbents perform most of the duties described in the series concept either as an assistant to higher-level program personnel or independently for defined aspects of a major social services or medical assistance program, and they may also oversee and monitor standard grant programs administered by the program section. Duties are performed in accordance with standard operational guidelines and decisions and actions can be reviewed against established policies and procedures. Higher-level program specialists and program chiefs are available for consultation on more complex aspects of the program. Incumbents are assigned programs that are narrower in scope and less complex than the programs assigned to Social Services Program Specialists II's.

*The following is a representative sample of duties and responsibilities assigned to Social Services Program Specialist I's in various agencies and is not intended to be all-inclusive:*

*Medicaid Services:* Under direction of a Social Services Program Specialist III, oversee day-to-day operations of the Medicaid Provider Support program; review federal and State legislation which may affect the program; receive, research, and respond to requests from recipients, providers, fiscal agents, other State agencies, and others to resolve Medicaid eligibility discrepancies; prepare reports; identify and assist in resolving automated system problems. In addition, this position is responsible for the Medicare/Medicaid dual eligibility program and reviews federal and State legislation which may affect the program; performs outreach efforts to increase public awareness and accessibility to medical assistance for qualified individuals; interprets and explains program requirements and procedures; prepares and submits federal reports; compiles and reviews statistical data related to fiscal agent performance; and ensures the State plan, operating manuals and State legislation adhere to federal mandates. This position is also responsible for reviewing applications for participation as a Medicaid independent provider and assists in resolving provider enrollment issues.

*Public Assistance:* Under direction of a Social Services Chief III, supervise the day-to-day operations of the Medicaid Estate Recovery program; review federal, State, and county legislation which may affect the program; interpret and explain Medicaid Estate Recovery program requirements and procedures to affected parties; file creditor claims for the State; implement liens against real or personal property of Medicaid recipients; compile and review statistical data for program planning and performance and budget preparation; ensure the State plan, operating manuals and State legislation adhere to federal mandates. This position supervises two clerical employees.

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**CLASS CONCEPTS (cont'd)**

**Social Services Program Specialist I (cont'd)**

*Support Enforcement:* Under direction of a Social Services Program Specialist III, revise and update the child support policy manual; develop and maintain program documents including policies and procedures; draft and finalize program instructional memorandums; participate in resolution of computer system issues; research and approve requests to correct child support distributions; research and respond to child support inquiries and complaints, IRS refunds, and passport denials; provide technical expertise and support to the program area office and district attorney's office staff; represent the State in federal interstate child support meetings regarding technical, system, and program issues.

In order to be reallocated from one level in the series to a higher level, an incumbent must spend the preponderance of time performing higher-level duties. Some positions may perform some higher-level duties, but this does not provide the basis for reallocation to the higher level. The duty statements listed are intended to be representative of the level, but all classification factors must be considered in relation to the duties assigned to a position in order to determine the appropriate classification.

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**MINIMUM QUALIFICATIONS**

**SPECIAL REQUIREMENT:**

- \* Some positions require professional licensure, which will be identified at the time of recruitment and as a condition of continuing employment.

**SOCIAL SERVICES PROGRAM SPECIALIST III**

**EDUCATION AND EXPERIENCE:** Bachelor's degree from an accredited college or university in a field of study pertinent to the program assignment and two years of professional social services, medical assistance programs, services, or healthcare services experience which included serving as a consultant to professional/supervisory program personnel; directing the operation of a program unit; coordinating program activities with officials and representatives of other agencies; interpretation and application of complex documents such as federal regulations, technical journals, and legislative studies; writing program policies, procedures, and reports; and conducting research and preparing recommendations for management; **OR** one year of experience as a Social Services Program Specialist II in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

**ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):**

**Working knowledge of:** organizational structures and political subdivisions and systems; management practices and service delivery applicable to social services; methods and techniques of program development, implementation and administration; legislative proceedings and processes; data processing concepts including general database, system security, data communication, and multiple platform strengths and weaknesses.

**General knowledge of:** methods and practices of evaluating, monitoring, delegating and training staff; financial planning and budget analysis related to program operations. **Ability to:** recommend solutions for complex system variables such as staff and funding shortages increasing client needs and numbers, and increasing federal procedures and coverage requirements; develop cost-effective solutions to problems within budgetary constraints and available resources; develop computer system needs specifications in a logical manner and communicate system needs to computer programmers; and set up a testing mechanism to validate programming changes; investigate complex and sensitive issues and problems and make recommendations to management; maintain professional working relationships with all levels of government and public officials; read and understand complex documents such as court orders, federal and state laws and regulations, Supreme Court decisions, technical journals, and legislative studies; write complex technical and legal material to communicate with government, legal, legislative, and public entities and computer programming staff;

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### MINIMUM QUALIFICATIONS (cont'd)

#### SOCIAL SERVICES PROGRAM SPECIALIST III (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)  
 coordinate the activities of various units and programs; coordinate and cooperate with the division, other State agencies and federal staff to maximize service delivery; interpret, analyze and direct the development and implementation of program policies and procedures; work with upper level management including administrators, directors, presidents, and chief executive officers; evaluate the need for policy clarification based on inquiries, case reviews and field requests; speak publicly to various groups and before the legislature; coordinate the development and implementation of quality standards; analyze and solve complex programmatic problems. **Skill in:** analyzing computer user needs; and developing appropriate solutions and requirements; researching and evaluating computer hardware and software needs; assisting data processing staff in developing bridging specifications to program areas that interact with computer processes and output; *and all knowledge, skills, and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):  
**Detailed knowledge of:** program goals and objectives; federal regulations and State and local laws applicable to program assignment. **Working knowledge of:** principles and practices of program management and supervision; federal audit requirements and accounting practices; principles and practices of budgeting; State Personnel rules. **Ability to:** modify and/or adapt system designs, procedures, or methods; coordinate the activities of consultant and advisory committees, and other employee and inter-agency groups to organize material, information, and people to produce recommendations and solutions to problems and agency needs; respond to questions from the media, State and local officials and the public; project the impact of new policy or program changes on caseload, program, and budget; make appropriate program decisions; work with other staff within and across agencies to develop and administer successful programs; draft legislation, analyze proposed legislation, write testimony and attend legislative committee hearings; obtain, compile, and compute statistical data to determine program effectiveness; analyze internal and federal reports to determine program income, incentives and potential penalties for non-compliance; calculate financial and operational impacts; review fiscal status of contracts, grants and the State general fund. **Skill in:** research and analysis of complex issues.

#### SOCIAL SERVICES PROGRAM SPECIALIST II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in a field of study pertinent to the program assignment and one year of professional experience providing social services to clients or program development and evaluation which required the application of regulations, laws, policies and procedures in making determinations; **OR** Bachelor's degree from an accredited college or university in a field of study pertinent to the program assignment and one year of professional experience providing medical assistance programs, services, or healthcare services to clients or program compliance and evaluation which required the application of regulations, laws, policies and procedures in making determinations; **OR** one year of experience as a Social Services Program Specialist I in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirement)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):  
**Working knowledge of:** social services and resources applicable to the assigned program; methods of administering social or medical assistance programs in local and regional offices to ensure compliance with federal regulations and State law and implement new policies and procedures. **General knowledge of:** purpose and scope of assigned programs; appeal and hearing processes and protocols; automated information system logic and its application to the program assigned; data processing concepts including general data base, system security, data communication, and multiple platform strengths and weaknesses; computer technologies sufficient to develop automated training modules; develop routine database applications; principles and practices for the development and presentation of training classes. **Ability to:** develop routine databases; evaluate program effectiveness and recommend innovative and improved procedures and practices to enhance program services; mediate between contending parties such as clients and staff, legal services and

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#### SOCIAL SERVICES PROGRAM SPECIALIST II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)  
 staff, contractors and the division; coordinate program activities with professionals from a variety of disciplines; interpret broad, ambiguous, and sometimes conflicting regulations and laws; make independent decisions that impact the quality of services provided; resolve complex issues such as eligibility for services; resolve compliance problems while maintaining level of services; identify policy issues which require management resolution; analyze and communicate system needs to programmers and validate the programming process; prepare and update documentation for the computer system manual; conduct needs assessments and interpret results including training needs; evaluate training models and develop appropriate training curriculum, materials and methods; develop statistical and analytical reports; interpret case and program budgets and financial statements; coordinate program staff and unit activities by determining the time, place, and sequence of actions; plan and conduct meetings; relay clear and concise findings to service providers and contract personnel including responding appropriately to opposition or disagreement. **Skill in:** troubleshooting computer operating problems; *and all knowledge, skills, and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):  
**Working knowledge of:** services, roles, and responsibilities of outside human services agencies and contractors; other divisional/departmental programs that impact the program assignment; State and division administrative policies and procedures; automated information systems logic and its application to the program assigned. **Ability to:** establish work priorities, delegate assignments, and train, motivate and supervise staff; set priorities which reflect implementation of federal regulations, State laws and divisional/departmental program goals; read, understand and build budgets; independently organize, plan, implement and oversee multiple programs; conduct varied and complex research studies involving management, organizations, programs and policies; mediate and provide information to achieve conflict resolution of issues between various entities; work with managers and administrators to implement and monitor results of corrective action plans.

#### SOCIAL SERVICES PROGRAM SPECIALIST I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in a field of study pertinent to the program assignment and two years of paraprofessional experience which included providing social services, medical assistance programs, services, or health care services to the public and required the application of regulations, laws, policies and procedures in making determinations; **OR** two years of experience as a Family Services Specialist II in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirement)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):  
**General knowledge of:** current social and economic trends affecting social service programs; purposes and goals of public assistance and social services programs. **Ability to:** read and analyze regulations, policies and procedures, and technical and legal documents; communicate information and findings in a clear, concise and tactful manner; interact diplomatically and make effective decisions in controversial situations; operate computer equipment and common business software; formulate logical and objective conclusions, recognize alternatives and their implications, and make recommendations; write logical, concise and grammatically correct reports, memoranda, justifications, recommendations, and other materials; make group presentations; speak and interact with persons of various social, cultural, economic and educational backgrounds to obtain necessary information; work as part of a team; establish and maintain cooperative working relationships with providers, co-workers, supervisors, managers and other professionals; organize and prioritize work assignments to complete work in a timely manner; work autonomously and follow through on assignments with minimal direction.



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**MINIMUM QUALIFICATIONS (cont'd)**

**SOCIAL SERVICES PROGRAM SPECIALIST I (cont'd)**

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Working knowledge of:** federal regulations and State laws governing the assigned program sufficient to assist in the development of policy and procedures and provide technical support and guidance; State plan for the assigned program areas; policies and procedures pertaining to the program assignment; the organization and operation of administrative and program offices; automated systems and accompanying program resources; eligibility requirements for assigned programs. **General knowledge of:** State and division administrative policies and procedures. **Ability to:** write logical, concise, and grammatically correct policies, procedures, and technical instructions for incorporation into existing program manuals; analyze problems and new regulations to determine the cause and effect relationship and fiscal and policy implications; provide technical support and guidance to staff and providers; determine compliance with policies and procedures; read and understand clinical and/or statistical reports; research issues, concerns or complaints and provide information, recommendations and program reports; negotiate, exchange ideas, information, and opinions with others to formulate policies and procedures and/or arrive jointly at decisions, conclusions or solutions; keep current on changes to program requirements and quickly implement new processes as identified; review the services of providers and staff; determine and provide appropriate training to providers and staff; evaluate and make appropriate decisions conforming to standard operating policies or procedures; navigate, locate, and enter data into the agency's computer system.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

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REVISED:	11/17/93UC	11/17/93UC	11/17/93UC
REVISED:	7/1/03P	7/1/03P	7/1/03P
	10/14/02PC	10/14/02PC	10/14/02PC
REVISED:	7/1/05LG	7/1/05LG	7/1/05LG
REVISED:	1/24/08UC	1/24/08UC	1/24/08UC