

PROGRAM MANAGER II

DEFINITION

Under limited direction, the Program Manager II is responsible for the employment, eligibility, health, mental health or social services program, or it may only be one of these programs and one or smaller department programs within a department in the County of El Dorado. Some positions may have additional responsibility for administrative services units. Incumbents in this classification provide supervision and direction to professional, technical and support staff assigned to the program being managed. This supervision and direction may be provided directly or through subordinate supervisors.

A Program Manager II differs from the Program Manager I in that the former typically has responsibility for the eligibility, employment health, mental health or social services program in a department where the organizational structure requires two or more subordinate levels of supervision. A Program Manager I serves in a second level managerial capacity to plan, organize, or direct units or programs.

DISTINGUISHING CHARACTERISTICS

This is a management level class responsible for the overall administration of an assigned identifiable program or programs within a department in the County of El Dorado. Incumbents have a great degree of latitude for the exercise of independent judgment and decision-making. The incumbent is responsible for developing and implementing program goals, objectives and standards in addition to furthering departmental and County goals and objectives. This class is distinguished from the Assistant Director, Chief Assistant Director and Director of the department to which assigned in that the latter have departmental rather than programmatic level responsibilities.

SUPERVISION EXERCISED AND RECEIVED

Incumbents in the Program Manager II classification receive supervision from an Assistant Director, Chief Assistant Director, Director, or other upper-level department managers. The Program Manager II provides direction to subordinate managers, supervisors and other assigned staff in employment, eligibility, and social services programs.

EXAMPLES OF DUTIES (Illustrative Only)

- Develops and/or manages and administers assigned programs and/or units.
- Selects, trains, evaluates and disciplines subordinate staff.
- Serves as a resource for interpretation of Federal and State laws affecting the assigned program.
- Assists in the general management and administration of one of several complex divisions or total program areas within the Department of Social Services.
- Develops policies and procedures for the administration of departmental programs.
- Directs and coordinates the work of multiple units in a total program area.
- Performs analysis and prepares detailed written reports of findings pertaining to the quality and efficiency of services provided within the assigned program(s).
- Maintains current awareness of changes in laws and regulations pertaining to assigned program(s) and keeps subordinate staff informed.
- Provides professional and technical consultation on complex program matters.
- Participates in the development and assists with provision of in-service training and staff development programs.
- Assists in preparation of budget information related to assigned program(s).

Program Manager II

Page 2 of 3

- Represents the department at community organizations, public gatherings and meetings.
- Enters and retrieves information from an automated computer system.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of supervision and management, employee development, program evaluation, quality control and public relations.
- Federal, State and local laws, rules and regulations pertaining to the program(s) to which assigned.
- Technical skills and requirements related to the assigned program(s).
- Public funding and budget preparation for the program(s) to which assigned.
- Community needs and resources, if required in the program(s) to which assigned.
- Business computer applications, particularly as related to statistical analysis and record keeping.
- Principles, practices and method of administrative, organizational, economic and procedural analysis.
- Employment, eligibility or mental health, public health social services and other public social services programs.
- Public funding and budget preparation.

Skills in:

- Planning, organizing, and directing the work of others.
- Planning, coordinating, implementing and evaluating the effectiveness of assigned program(s).
- Interpreting rules and regulations applicable to the assigned program(s).
- Analyze situations accurately, reaching sound conclusions and adopting an effective course of action.
- Speaking and writing effectively.
- Establishing goals and objectives.
- Exercising sound independent judgment and initiative within established guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Work effectively with the County Board of Supervisors.
- Enlist the cooperation of and work effectively with community organizations, government agencies and others.

Other Requirements:

Must possess a valid driver's license. Individuals who do not meet this requirement due to physical disability will be reviewed on a case by case basis.

Education and Experience:

Equivalent to graduation from a four-year college or university with major coursework in public administration, business administration, social services, counseling, gerontology, sociology, psychology, social work or related field **AND** three years experience providing professional level administrative, financial and management analytical support, or professional level experience in the technical area of the program to which assigned. Additional qualifying experience may be substituted for education on a year for year basis to a maximum of two years

OR

One (1) year of experience performing duties comparable to a Program Manager I.

OR

Two (2) years of experience comparable to an Eligibility Supervisor, Employment & Training Worker Supervisor, Social Worker Supervisor I or II or Staff Services Manager I or II.

OR

A graduate degree in public administration or business administration or a Master's Degree in Social Work or from a two year counseling program AND one (1) year supervisory or managerial experience in employment, eligibility, or social services programs in a public social services agency..

Note: The above qualifications are a typically accepted way to obtain the required knowledge and skills.