

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: PROGRAM SERVICES MANAGER
CLASS CODE: 1067
EFFECTIVE DATE: 6/19/2001 (Revised 4/14/98)
MARKET POINT: Based on applicable market study

DEPARTMENT: Health, Human Services

JOB SUMMARY

Under general direction, manages direct and contracted services provided by the Human Services Division of the Health Department.

CLASS CHARACTERISTICS

This is an advanced and licensed manager classification level.

ESSENTIAL FUNCTIONS

- Assists in negotiating and preparing contracts, program budgets and adjustments, grant applications, and coordinates services to ensure efficiency and avoid duplication.
- Keeps the Director informed of the operations of assigned programs, and advises the Director on the overall operation of the Division's programs and contracts.
- Performs site visits, monitors fiscal reports, and reviews MIS data to ensure contract compliance and appropriate service delivery.
- Makes staffing decisions within the assigned program including hiring, training, performance evaluation, scheduling of work load, and retention of assigned personnel.
- Maintains and updates personal skill levels.
- Provides technical assistance, training, leadership and support to enhance communication and cooperation between various programs of the Division, and contractors and Utah County
- Assists with staffing decisions within the assigned program including hiring, training, performance evaluation, scheduling of work load, and retention of assigned personnel.
- Administers and monitors assigned treatment programs within the division.
- Develops community understanding of the need for treatment services by making presentations, providing technical assistance, and training various public and private groups.
- Monitors the development, coordination, and distribution of treatment information by other staff members.
- Collaborates with representatives of state agencies, other social service agencies, community groups, law enforcement agencies, and educational institutions to coordinate and achieve multi-agency goals and objectives.
- Assists in the development of short and long term division goals using MIS information, needs assessment strategies, and community input; facilitates the development of councils and committees to address special needs.
- Develops and implements appropriate policies, procedures, and standards for providing treatment services including facility licensing review.
- Develops new programs as determined through needs assessment and initiates the implementation of such programs directly or through subcontracting.
- Serves as Division Director in the Director's absence.

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KNOWLEDGE, SKILLS, AND ABILITIES

Ability to maintain cooperative working relationships with those contacted in the course of work activities; Ability to communicate effectively verbally and in writing; Ability to work with limited supervision; Skill in creative thinking and analytical problem solving; Skill in training others; Skill in public speaking and interpersonal communication; Knowledge of community organization; Ability to work with groups and individuals at every level of society; Ability to conduct in-depth program analysis of substance abuse treatment programs; Skill in word processing and basic programs; Knowledge of supervisory techniques; Skill in reading, writing, and basic math; Knowledge of modern office procedures; Ability to maintain files, records, and reports; Skill in document composition; Ability to coordinate multiple tasks efficiently; and Skill in counseling.

PHYSICAL DEMANDS

Typically sit at a desk or table; Regularly walk, stand, or stoop; Occasionally lift, carry, push, pull or otherwise move objects weighing up to 30 pounds; Frequently lift, carry, push, pull or otherwise move objects weighing up to 10 pounds; Use tools or equipment requiring a high degree of dexterity; Regularly drives a motor vehicle; and Work for sustained periods of time maintaining concentrated attention to detail.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an environmentally controlled building; Work exposes incumbent to contagious or infectious diseases; and Work exposes incumbent to possible bodily injury from potentially hostile situations.

EDUCATION AND EXPERIENCE

Equivalent to a Master's Degree in Social Work, Sociology, Psychology, Educational Psychology, or related social services field; and two (2) years work experience in substance abuse services including any combination of direct services, supervision, program planning, and administration OR three (3) years work experience in mental health services including any combination of direct services, supervision, program planning, and administration, of which one (1) year of either experience category must have been in a lead or administrative capacity.

LICENSING AND CERTIFICATION

Incumbent must possess a valid State of Utah driver's license; and Incumbent must be a Licensed Substance Abuse Counselor (LSAC) or licensed mental health professional in the State of Utah. An out-of-state applicant must possess similar licenses from another state and, if selected, will be required to obtain all required Utah licenses during a probationary period. Incumbent is required to complete continuing education required to maintain licensure; and incumbent must possess a valid State of Utah driver's license.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.