

**CLASSIFICATION SPECIFICATION**

<b>FLSA:</b>	<b>Variable</b>	<b>Job Code:</b>	<b>ACV38823</b>
<b>Job Class Code:</b>	<b>770</b>	<b>Salary Schedule:</b>	<b>AREG</b>
<b>EEO Category:</b>	<b>02</b>	<b>Grade:</b>	<b>18</b>
<b>Workers Comp Code:</b>	<b>8810</b>		
<b>Job Code Established:</b>	<b>06/25/01</b>	<b>Effective Date:</b>	<b>7/1/01</b>
<b>Job Code Revised:</b>	<b>10/09/01</b>	<b>Effective Date:</b>	<b>10/09/01</b>
<b>Job Code Revised:</b>	<b>02/06/07</b>	<b>Effective Date:</b>	<b>02/06/07</b>

**JOB CODE SERIES:** Program Services Evaluator

**JOB CODE TITLE:** PROGRAM SERVICES EVALUATOR IV

**HRIS TITLE:** PRG SVCS EVALR IV

**CLASS CHARACTERISTICS:** This is the supervisory level class in the Program Services Evaluator class series. The Program Services Evaluator IV is distinguished from the Program Services Evaluator III by the former's primary responsibility for performing direct supervision of subordinate level staff engaged in a wide range of programs involving eligibility determinations appropriate to area of assignment; or for providing technical consultation and support to a program area. Incumbents of this class, may supervise or provide consultative services in a variety of program areas such as: case management; customer assessment; in the licensure, certification and monitoring of child care homes and facilities; quality review of case files; public relations; or developing, monitoring and maintaining community resources and developing program instructional materials; some travel may be required; and performs related duties as assigned.

**EXAMPLES OF DUTIES:** Supervises the daily activities of staff; recommends personnel actions; approves leave and training requests; provides instructions and determines solutions in assigned program area; provides technical assistance and direction based on research, analysis and interpretation of program rules and regulations; conducts and/or coordinates staff training appropriate to program area; reports complaints that may warrant investigation; assists in the development of budgetary projections and recommendations; negotiates, monitors and maintains program agreements with customers, vendors and community resources; determines employer tax coverage; conducts evaluations and makes determinations on regulatory licensure and certification of child care homes and facilities; conducts home visits; applies supportive and change directed techniques; confers with program management officials; coordinates program services with community resources; conducts program assessment of customers skills and/or needs appropriate to area of assignment; refers customers to additional community resources and services; authorizes payment for program related services; prepares reports based on statistical and programmatic research and analysis; reviews and approves program reports; attends meetings; evaluates, formulates and implements operational procedures; resolves personnel and operational issues; prepares budgetary projections; assesses impact of Federal and State statutes on operational practices; conducts training surveys and develops program instructional materials; prepares a variety of program related reports; develops and maintains relationship with community resources to coordinate program services, conducts special projects; may assist customers with disabilities; may experience face-to-face contact with irate or hostile customers.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:** federal, state, and agency statutes, rules, and regulations applicable to area of assignment; supervisory practices; negotiation and monitoring techniques; research analysis;

automated databases; basic accounting practices; program services used to conduct quality control reviews; interviewing and assessment methods; licensure and certification regulations

and practices; community service practices and resources; basic principles of employee training methods and principles of learning; customer service and public relations.

**Skill/Ability to:** researching and interpreting Federal and State laws, statutes, rules, regulations, and guidelines applicable to area of assignment; conducting research to perform quality control review of case files, making assessments and preparing reports applicable to assigned program area; case management; problem identification and resolution; verbal and written communication; formulating program related plans, recommendations and corrective action plans; assessing, maintaining, reviewing and analyzing database information; developing and implementing policies and procedures; developing and presenting related instructional materials; utilizing a variety of general office equipment; developing and maintaining interpersonal relationships; supervise, train, and motivate staff; prioritize, assign and review work; plan for efficient use of resources, personnel and materials; resolve issues; provide information to customers, providers, community organizations and agencies; evaluate and manage cases; establish and maintain effective working relationships.

**Prefer:** any combination of training and experience that meet the knowledge, skills and abilities may be substituted. A typical way to obtain the knowledge, skills and abilities would be: High school diploma or equivalent. Four years of public contact or customer service work experience which includes one year of interviewing, evaluating and determining customer eligibility. 120 semester hours applicable towards a Bachelors Degree from an accredited college or university in behavioral, social science, psychology, business administration, or closely related field.

**SPECIAL SELECTION FACTORS:** Must have a high school diploma or General Equivalency Diploma (G.E.D). As determined by the Agency, some positions may be required to successfully complete a training program and/or pass a test appropriate to area of assignment. Some positions require fluency in a designated language. Some positions may require a valid driver's license.