

Jurisdictional Class: Competitive
EEO Category: Professionals
Revised: 08/01/2023

PROGRAM MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class is responsible for administering a program which may include supervision, planning, budgeting, staffing, training, program evaluation and office management. The incumbent may also facilitate ongoing collaboration with community and state partners, and public relations. Direct supervision is exercised over home visitation, outreach and clerical staff. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists department officials in planning, implementing, coordinating and evaluating the program;

Supervises direct service and/or program staff to ensure that quality of services and maintenance of agency standards and policies are adhered to;

Evaluates the performance of home visitation, outreach, case management, clerical or other staff;

Plans, coordinates and conducts educational programs for staff and other agencies;

Participates in surveys, studies, and research on program related topics;

Participates in conferences and community programs with state partners or other agencies;

Compiles and reviews appropriate records and reports as required;

Develops and/or prepares publicity related to program marketing plans and effectively communicate information to aid in program acceptance;

Coordinates grant policies and/or fund raising activities related to program goals;

Facilitates collaboration with community and/or state partners;

May assist in developing departmental policies and procedures, manuals, guides and informational materials for use by program staff or in promotion of program goals;

May assist in annual planning process;

May conduct consumer and program quality assurance;

May coordinate and oversee department privacy and HIPAA compliance.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of laws and regulations governing program activities; good knowledge of management skills; good knowledge in the supervision of staff; good knowledge in human services program administration; working knowledge of grants' program administration; ability to plan and supervise the work of others; ability to prepare written reports and budgets; ability to understand and use computer software; ability to express oneself clearly and concisely, both orally and in writing; ability to exercise discretion and sound judgment.

Continued...

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Master's degree in Human Services, Education, Social Work, Psychology, Sociology, Anthropology, Family Counseling, Early Childhood, Public Health, Health Care Administration, or Nursing **AND** one (1) year supervisory experience in a human services work environment; **OR**
- (B) Possession of Bachelor's degree in Human Services, Education, Social Work, Psychology, Sociology, Anthropology, Family Counseling, Early Childhood, Public Health, Health Care Administration, or Nursing **AND** two (2) years of experience in a human services work environment, one (1) year of which must have been in a supervisory capacity.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner. The incumbent must possess a valid New York State driver's license at time of application and must maintain license throughout appointment.

NOTES:

- 1. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
- 2. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

Adopted: 06/27/2001
Revised: 05/12/2008, 03/22/2013, 12/13/2017, 08/01/2023

Title changed from "Healthy Family Program Manager": 05/12/2008