

DESCRIPTION: Under administrative direction, this class is responsible for the direction, evaluation, operation, and coordination of one or more complex, significant, statewide DHHS Developmental Disabilities (DD) Community-Based Services Program(s) or DHHS DD Community-Based Services initiatives. Positions provide day to day management, are responsible for outcomes of the program and operations, implementation and evaluation of all program components, and supervise subordinate staff. Examples include programs such as QA/QI Compliance or Technical Assistance; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed in addition to level of decision making authority).

This class is distinguished from the Developmental Disabilities Program Manager class by the emphasis on community provider programs and resides in the central office within the DD Division of DHHS. The Developmental Disabilities Program Manager class is intended for use within the ICF/MR facility with an emphasis on developing and implementing active treatment programs.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Organizes, plans, or assigns division efforts in the technical/operational oversight and evaluation of DHHS community provider program(s) and/or the division's community provider Compliance QA/QI program, or technical assistance requirements. Plans for resources necessary to evaluate, guide, and improve DHHS DD's community based provider program's accomplishment of goals and objectives.

Resolves or guides the resolution of problems that impair the effectiveness of the program(s).

Plans, directs and coordinates the collection and compilation of qualitative and quantitative data to evaluate program effectiveness and for purposes of developing future initiatives/programs/services to meet future program needs.

Develops positive relationships with community based DD service providers. Provides consultation, technical assistance, training, and operational advisement to DD community providers. Explains regulations, statutory and CMS requirements.

Coordinates within the DD division, other departments within DHHS, and/or stakeholder agencies and groups to share information, initiate or recommend program changes or emphasis, and participate in long-range strategic planning process.

Recommends new or revised policies, procedures, and guidelines to respond to program needs, objectives, and priorities and to maintain or improve the effectiveness of program(s).

Initiates or recommends personnel actions related to selection, disciplinary procedures, performance appraisal, leave, work schedules and assignments, grievances, and administers personnel and related policies.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed at entry level to perform the work assigned.)

Knowledge of: business and management principles pertinent to program management, strategic planning, resource allocation, supervisory techniques, leadership techniques, and coordination of people and resources; principles of supervision and staff development; principles of individual and group behavior and dynamics; and budget administration practices. QA/QI principles, processes, tools, and planning methodologies.

Ability to: interpret and apply state and federal laws and standards, agency rules, policies and procedures, and technical narrative material; communicate effectively with a wide variety of individuals; effectively interact with program representatives and the public; apply instructions; summarize program and administrative data/statistics into reports; formulate short and long range plans; identify and relate pertinent pieces of information to form conclusions; to establish program objectives or performance goals and to assess progress toward their achievement, to analyze operational problems and develop timely and economical solutions, to create a work environment reflecting employee ownership; to formulate policies to meet identified needs, goals, or objectives; and respond to changes in direction, priorities, and agency values; plan, assign and direct the work of staff; implement objectives and performance goals; assess progress toward achievement of objectives and adherence with established standards/policies; solve problems related to program administered; utilize QA/PI principles to analyze and improve program service delivery; to exercise the judgment, decisiveness and creativity required in critical and/or unexpected situations.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor's degree in social work, business administration, public administration, human development, human services, special education, quality/project management or other related field and progressively responsible experience in human services, healthcare, quality assurance/improvement, compliance, project management or other related field.

SPECIAL NOTE:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).