

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Human Services Program Specialist I

Class Code: 51691

Pay Grade: GJ

A. Purpose:

Implements, coordinates, and monitors human service programs and related services and advocates for the recipients of those services to ensure programs operate within rules, regulations, and program requirements and that services are delivered efficiently and effectively.

B. Distinguishing Feature:

Human Services Program Specialist I implements and monitors human service programs and advocates for the recipients of those services.

Human Services Program Specialist II develops human service programs, administers field based rehabilitation programs, or supervises professional staff.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Answers questions from program staff, other agencies, and the public regarding program policies, laws, rules, and regulations to provide interpretation of accreditation standards, contract requirements, and program policies.
2. Determines contract compliance of provider agencies and recommends level of enforcement action for those not in compliance to ensure services to clients are delivered effectively and efficiently and according to funding source guidelines.
 - a. Reviews reports from provider agencies on services provided, unusual incidents, and client discharges.
 - b. Determines if appropriate services are being provided for clients in compliance with agency contract provisions by reviewing reports and conducting on-site visits.
 - c. Determines eligibility criteria for individuals to receive services provided by assigned programs.
 - d. Conducts investigations and makes recommendations to county Boards of Mental Retardation regarding commitment orders for individuals.
 - e. Determines which type of facilities and program are appropriate for individual clients.
3. Reviews random sample of case files for direct service clients to ensure services are delivered effectively and efficiently and according to funding source guidelines.
4. Participates in team accreditation surveys of provider agencies to ensure the services provided meet state and national standards necessary to maintain eligibility for federal funding; and monitors agency plans of correction to bring deficiencies up to standards.
5. Advocates for individuals seeking program services or placement recommendations to secure appropriate services for program clients.
6. Recommends and drafts new or revised rules, regulations, or legislation to ensure compliance with state and federal laws and remain responsive to new developments in program services.

7. Writes a portion of state plans and federal grant requests for program and assists provider agencies in writing state and federal grant applications to maximize the funding received from federal sources.
8. Makes a recommendation to clients, parents, or guardians on placement in residential, treatment, training, or employment programs to ensure clients receive appropriate services.
9. Provides training programs for staff and agencies within assigned programs and provides public presentations as necessary to ensure effective program activities and information regarding service availability are provided.
10. Performs other work as assigned.

D. Reporting Relationships:

Typically no subordinates report to this position, but the incumbent may provide technical assistance and training to program staff or provider agencies.

E. Challenges and Problems:

Challenges include providing advice and assistance to program staff and provider agencies and at the same time monitoring compliance. This is difficult because enforcement of regulations and standards by the incumbent may create resistance toward the incumbent's ideas or suggestions for program improvements.

Problems include determining how to interpret changes in state or federal regulations, what a service provider must do to adjust for new regulations, whether to investigate incident or discharge reports, how to answer telephone calls from other agencies or the public about services available, and which provider would be best for specific clients.

F. Decision-making Authority:

Decisions include determining if a plan of correction will result in meeting state or national standards, if the contract requirements of a provider agency are being met, which facility or program is appropriate for a specific client, if a client service plan meets the needs of the client, which rules and regulations are in conflict and should be revised, and proposed content of federal grant applications.

Decisions referred include the final decision of enforcement actions, final content of revised rules or proposed legislation, final form of federal grant application, and approval of state grant applications.

G. Contact with Others:

Daily contact with department staff and staff in provider agencies to provide technical assistance or discuss specific case files; weekly contact with other agencies to coordinate activities; and monthly contact with staff and clients of provider agencies to review compliance with agency contracts.

H. Working Conditions:

Typically works in an office environment, but regularly travels to facilities providing services to clients with disabilities, which may occasionally expose the incumbent to potentially violent behaviors.

I. Knowledge, Skills and Abilities:

Knowledge of:

- assigned program areas;
- client population being served;
- types of services available;
- applicable federal and state laws, rules, and regulations.

Ability to:

- work effectively with other staff and community organization;
- interpret and implement federal and state rules and regulations;
- identify dysfunctional relationships and environmental conditions;
- exercise sound judgement in the performance of assigned responsibilities;
- write meaningful, concise, and accurate reports and correspondence.