



SOCIAL SERVICE PROGRAM SPECIALIST 2

Department: Human Services
Job Class #: 151000
Pay Range: Professional 07

FLSA: Non-exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is technical work coordinating contract and monitoring processes for County funded social service programs. Incumbents lead projects in the areas of data analysis and impact evaluation and/or contract procurement, writing, and monitoring processes of social service programs.

SERIES CONCEPT: The Social Service Program Specialist 2 is the second level of a 3 level series. The Social Service Program Specialist 2 is distinguished from the Social Service Program Specialist 1 classification by level of project responsibility to coordinate data gather and analysis and/or contract procurement, writing and monitoring processes for specific programs and the degree of decision-making and judgment.

ESSENTIAL FUNCTIONS:

Contract Procurement and Monitoring Assignment

- Serve as project lead for contract procurement, writing and monitoring.
- Write Request for Information (RFI), Request for Proposals (RFP), Request for Qualifications (RFQ) and Notice of Funds Available (NOFA).
- Write contracts and/or grants for specific services in conjunction with administrative supervisor or their designee.
- Provide technical assistance to subcontractors regarding program and compliance requirements.
- Monitor services to insure compliance with program guidelines and established fiscal and program goals and objectives. Make recommendations and/or findings relative to contract compliance.
- Work with social service staff to identify and implement quality improvements to the service delivery system.
- Provide staff support for the coordination of Advisory Boards including the recruitment, and interviewing of new members.

Data Analysis and Impact Evaluation Assignment

- Serve as project lead for data collection and analysis for specific programs.
- Develop and maintain strategic plan for fully utilizing data systems to support program planning
- Develop data-driven recommendations for system and program level improvements, including refinements of existing programs and new program development
- Develop internal capacity to provide impact analysis and reports for specific Social Service Programs
- Drawing on local data as well as national data, trends and promising practices, create and produce monthly, quarterly and annual reports on system-wide and program-specific performance for internal and external audiences. Present data at community meetings, such as Continuum of Care and Coalition to End Homelessness.
- Respond to requests for data and data analysis from partner organizations, elected officials, and other community partners.
- Assist providers to become more data-driven through the development and use of internal reports.
- Assist in the recruitment of new agency users, including agencies that serve a specific population but may not receive funding from Pierce County Human Services.

SOCIAL SERVICE PROGRAM SPECIALIST 2

Classification Description – Pierce County

Page 2

All Social Service Program Specialist 2

- May coordinate small programs within a major program.
- Conduct research and prepare and/or review reports.
- Assist in the development of policies and procedures specific to the program.
- Review and maintain an awareness of federal, state and local laws and regulations affecting program services and client groups.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under general supervision with the employee expected to plan and complete work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion by the supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures. This position serves as a project team leader and may train and guide lower level staff, and new and temporary employees. The position does not supervise or function as a Lead Worker.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Social Service Program Specialist 2 work is performed in an office environment and out in the field at various construction sites, contractor or agency offices. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Travel to various work sites and/or meeting locations is required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Finger dexterity to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel to attend meetings away from regular work site is required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles of project leadership.
- Principles and practices of social service planning, coordination, contracting, budget and grant preparation, monitoring and evaluation.
- Social/human services needs, programs and resources.
- Applicable federal, state and local laws, rules, policies and procedures.
- Complaint investigation and conflict resolution procedures.
- Research methodology, data collection, analysis and reporting.

SOCIAL SERVICE PROGRAM SPECIALIST 2

Classification Description – Pierce County

Page 3

- Principles of performance measurement.

Skill in:

- Providing consultation and monitoring of a variety people and agencies.
- High level Use and operation of personal computer, job-related computer programs such as Word, Excel, and Power Point, and other office equipment.
- Database management including program specific databases.

Ability to:

- Ability to lead and implement projects.
- Lead meetings, facilitate work groups and represent department/division.
- Write contracts and grants.
- Interpret and understand contract agreements.
- Ability to analyze complex data and fiscal information.
- Apply federal and state laws and regulations within the scope of this work.
- Interpret and implement policies and guidelines for providers.
- Conduct site audits to ensure compliance with contract and funding requirements.
- Provide technical assistance and guidance to sub-grantees.
- Monitor and provide direction to a variety of people and agencies.
- Prepare detailed and grammatically correct technical reports.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Work a flexible schedule, which may include evenings, weekends, overtime and holidays.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: Graduation from a four year college or university with a Bachelor's degree in public or business administration or social work, or a related field and two years of professional social services work experience which includes work with related programs, contracts, planning, or services required. Any combination of education and experience may substitute for the minimum requirements on a year for year basis.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Successful completion of a Pierce County background investigation is required prior to employment. Must possess a valid Washington State Driver's license, or the ability to obtain the license within 30 days of employment, or otherwise meet the travel requirements of the position.