

COUNTY OF SOLANO
CLASS SPECIFICATION

PROGRAM ANALYST

Effective Date: 10/10/2012

CLASS SUMMARY:

The Program Analyst manages one or more complex, specialized and multiple-interface social services systems that have a significant impact on other related public assistance benefit or employment programs and requires significant coordination and direction of employees who are administering these other programs. An incumbent in this class may also supervise or lead a limited number of staff.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Program Specialist** class which develops, analyzes and disseminates policies, procedures and directives for one or more public assistance benefit or employment programs;
- **Eligibility Benefits Specialist Supervisor, Employment Resources Specialist Supervisor, and Special Programs Supervisor** classes which supervise units of staff and, while they also may perform duties related to one or more social services programs, these programs do not have the complexity of the programs managed by the Program Analyst class;
- **Project Manager** class which develops, plans, coordinates and administers assigned projects which do not require a subject matter knowledge of social services programs

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

Performs the following duties for one or more social services systems, such as CalWIN, that are complex, specialized and have multiple interfaces with other public assistance benefit or employment programs:

- Manages decision making and prioritization processes for the County's implementation and continued administration of the system.
- Participates in State and/or Federal project committees and workgroups that guide the development of system changes; participates in regional or statewide county meetings.
- Leads planning workgroups; maintains a project plan, and identifies critical path targets for program changes.
- Informs, advises, and/or requests consultation regarding program changes and the impact of those changes on, for example, benefit issuance thresholds, vendor contracts, labor relations concerns, to stakeholders, including line and technical staff in the Department of Health and Social Services; staff in other departments such as Auditor-Controller, County Counsel, Human Resources, and Information Technology; supervisors; and management.
- Responds to information requests regarding system functionality, planned changes, State approval of budget change requests, County business practices, etc.
- Advocates for program changes that streamline workflows and enhance standardization across Counties, or meet other strategic goals of the system's governing body.
- Due to the significant interface of this program on other related public assistance benefit or employment programs, directs staff who are administering these other programs to review proposed program changes, read and analyze incoming documentation of program status, etc. and provide necessary input on impact to the County.
- Supervises a limited number, generally three or less, technical and clerical personnel by performing supervisory duties such as: evaluating performance; reviewing and proposing disciplinary actions; interviewing applicants and making selections; providing career

development mentoring; ensuring that employees are properly trained; and overseeing the professional conduct and practices of staff.

- Collects data, maintains records, to include project tracking documents, and prepares reports of activities pertaining to program(s) managed.
- Establishes and maintains effective working relationships with representatives from State and Federal agencies, other counties, and other County departments.
- Performs other duties of a similar nature or level as assigned.

EDUCATION, TRAINING, AND/OR EXPERIENCE:

Either:

Two years of full-time paid experience in a class comparable to the County of Solano class of Program Specialist, Eligibility Benefits Specialist Supervisor, Employment Resources Specialist Supervisor, and Special Programs Supervisor which included significant time in developing, analyzing and disseminating policies, procedures and directives for one or more public assistance benefit or employment programs AND a Bachelor's Degree from an accredited college or university in social services, public administration, business administration, procurement, information technology, or a related field;

Or:

Four years of full-time paid experience in a class comparable to the County of Solano class of Program Specialist, Eligibility Benefits Specialist Supervisor, Employment Resources Specialist Supervisor, and Special Programs Supervisor which included significant time in developing, analyzing and disseminating policies, procedures and directives for one or more public assistance benefit or employment programs AND 60 semester units or 90 quarter units from an accredited college or university with major course work in social services, public administration, business administration, procurement, information technology, or a related field.

LICENSING/CERTIFICATION REQUIREMENTS:

Driver's License Class C

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Policies, regulations and procedures governing public assistance benefit or employment programs such as CalWORKs, CalFresh, Medi-Cal, County Medical Services Program (CMSP), Path2Health, and General Assistance (GA) and the legal requirements affecting service delivery and operations.
- Principles and practices of public administration and program management, including planning, implementation, and evaluation.
- Current trends in research, education and related programs pertaining to employment/eligibility services.
- Budget expenditure monitoring and budget revenue sources for public assistance program.
- Contract administration.
- Business process re-engineering and process flow documentation.
- Services provided by Solano and other surrounding counties impacted by system(s) administered.
- Principles and practices of supervision; performance evaluation and discipline processes

applicable to the public sector; staffing requirements for the program; training and supervisory practices.

Skills in:

- Identifying impact of proposed changes on practices and procedures of assigned systems/project(s).
- Interpreting and applying a variety of complex County, State and Federal regulations, policies and guidelines related to assigned program(s).
- Researching regulations, procedures and/or technical reference materials.
- Interpreting and applying Federal, state, county and department laws, regulations, policies and procedures.
- Analyzing problems and data, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.
- Developing goals, objectives and target paths for implementing changes to assigned system(s) and maintaining project tracking documents.
- Organizing and prioritizing work assignments; determining and evaluating levels of achievement and performance.
- Establishing, maintaining, and fostering positive and harmonious working relationships with those contacted in the course of work.
- Gaining cooperation through discussion and persuasion.
- Representing the office in meetings with representatives from various County and non-County organizations.
- Providing work direction to others.
- Supervising, advising, consulting with and training others engaged in professional and technical work.
- Communicating information and ideas clearly and concisely, both orally and in writing.
- Preparing narrative and statistical reports to include maintaining accurate records and documenting actions taken.
- Managing multiple priorities simultaneously.
- Using modern office equipment, and computers and related software applications.

ADA REQUIREMENTS:

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Most tasks require visual perception and discrimination. Most tasks require oral communications ability.

OTHER REQUIREMENTS:

- Independent travel required

Class History Information:

Approved by the CSC _____ 10/10/12.