



JOB DESCRIPTION

JOB TITLE:	Program Analyst	FLSA:	Exempt
DEPARTMENT:	Human Services	GRADE:	P1
REPORTS TO:	Human Services Director	DATE:	10/06/2016

SUMMARY OF JOB PURPOSE:

Responsible for providing administrative and professional support in conjunction with the administration of department-wide human services programs.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Participates in planning and developing human services programs to provide needed services; conduct needs assessments; research and evaluate existing programs; identifies community and financial resources, and assist with program development; prepares reports and recommendations for management; applies for grants and manage deliverables/outcomes for grants; develops program plans with direction from management.
- Develops and revises program documentation to include department publications, policy manuals, procedures, and contracts to ensure programs are implemented in accordance with program goals and objectives and in compliance with federal regulations and State laws; analyzes and interprets federal regulations and State laws; determines the impact upon program operations; gathers input from program personnel and other interested parties, coordinates with divisions within and outside the department.
- Monitors program quality and compliance to ensure programs are operating effectively, efficiently, and in compliance with program requirements; designs monitoring instruments; develops and monitors management information reports; conducts reviews of program operations and practices; identifies problem areas, summarizes findings in a written report, and monitor corrective action plan developed by Division Managers and/or Director.
- Provides technical assistance and guidance to program staff and responds to inquiries and requests for information from a variety of individuals such as department management, other government agencies, community representatives, and government officials; interprets federal and State regulations; provides policy clarification and statistical information, completes surveys, resolves complaints, and drafts correspondence for managers, administrators and officials.
- Conducts research studies to provide administration with needed information; plans the study and design instruments for gathering data; researches existing programs, compiles and analyzes data, prepares comprehensive reports, and develops recommendations.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



PROGRAM ANALYST

ESSENTIAL FUNCTIONS: (continued)

- Assists management in monitoring program operating budgets to ensure funds are expended appropriately and in accordance with the goals and objectives of programs.
- Cross-trains with staff to back fill the positions which include the fiscal aspects of the department.
- Promotes the department's programs through the development of press releases, public service announcements, and other social media outlets established by the department; develops informational material such as posters, brochures and pamphlets.
- Establishes and maintains a system to monitor training requirements for the department; analyze and research training needs and evaluate training models; develops appropriate training curricula, materials, and methods; establishes training schedules, conducts training when appropriate; evaluates and updates training programs on an ongoing basis.
- Participates in the development, maintenance, and enhancement of computerized systems to support program operations; researches and evaluates the needs of department staff, initiates system change requests, and works with various database managers to test and implement changes; prepares documentation for the computer system manual as assigned.
- Contributes to the efficiency and effectiveness of the division's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

Bachelor's degree in social work, psychology, or a closely related field; AND four (4) years of progressively responsible professional human/social/senior services program support experience; OR an equivalent combination of education, training and experience.

Required Knowledge and Skills

Knowledge of:

- Program policies and procedures related to the provision of human services.
- Organizational structures and political subdivisions and systems.
- Principles and practices of service delivery applicable to human services.
- Methods and techniques of program development and implementation.
- Principles, practices, funding sources and administrative techniques for service delivery programs.

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PROGRAM ANALYST

Knowledge of: (continued)

- Administrative principles and practices, including goal setting, program development, implementation and evaluation.
- Business arithmetic.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone.
- Computer applications related to the work.

Skill in:

- Planning, monitoring and evaluating program goals and objectives and service delivery effectiveness in the programmatic areas to which assigned.
- Identifying programmatic and operational problems, investigating and evaluating alternatives and implementing effective solutions.
- Interpreting, applying and explaining applicable laws, codes and regulations.
- Preparing clear and concise reports, correspondence and other written materials.
- Using initiative and independent judgment within general policy guidelines.
- Contributing effectively to the accomplishment of team or program goals, objectives and activities.
- Communicating effectively in oral and written forms.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone.
- Organizing own work, setting priorities and meeting critical deadlines.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- Nevada Driver's License.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting; strength and agility to lift materials weighing up to 20 pounds; stamina to stand and walk for extended periods of time; vision to read printed materials and computer screens; hearing and speech to communicate in person or over the telephone.