

## SOCIAL SERVICE PROGRAM CONSULTANT

### KIND OF WORK

Professional Social Service Consultative work.

### NATURE AND PURPOSE

Under limited supervision, consults with County Social Service Program staff to ensure their compliance with Department of Human Services program and policy objectives and State and Federal rules, regulations and laws. Performs related work as necessary.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Develops fiscal, administrative and program guidelines for County Social Service agencies to ensure compliance with department policies and State and Federal laws and regulations. This may be accomplished by: designing and disseminating bi-annual plan preparation guidelines; proposing strategies for increasing public involvement; collecting and analyzing demographic and service recipient data; inventorying available human resources, and defining and encouraging linkages among local social service agencies and county staff.

Coordinates fiscal and program audits of county social service delivery systems to ensure that audits are complete, that findings are shared with appropriate individuals and that corrective actions are implemented by: planning audits; gathering program information; analyzing and writing narrative summaries of collected data and information; presenting findings needed for corrective action to county boards; and recommending sanctions.

Investigates and resolve complaints made by clients and the public about local social service agency services so that problem areas/issues are identified and addressed. This is accomplished by: examining circumstances surrounding the complaint; reviewing social services practices by the complaint; and developing a plan for corrective action.

Leads and advises county social services staff so that agencies comply with Federal and State laws, rules and regulations and Department policy. This is accomplished by: establishing policies and standards; communicating and interpreting policies and standards to county social services agency staff; writing, producing and dissemination manuals, newsletters and practice guides; coordinating training for local staff; and serving on or leading committees and task forces to study social service issues.

Writes and reviews proposed legislation related to county social service provisions so that legislation provides a sound legal, administrative and financial base for programs by: drafting proposed legislation; reviewing and responding to proposed legislation; preparing and disseminating reports to Legislators and their staff; and testifying at legislative hearings.

Secures additional resources to fund specialized social services programs so that innovation is encouraged and new programs are developed to address specialized problems by: preparing proposals and developing documentation to support them; and presenting proposals to funding foundations or departments.

Manages contracts for the development of specialized social services programs so that programs are enhanced by: developing criteria for contract proposals; negotiating contract specifics; monitoring execution of contracts; and evaluating outcomes.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

#### Knowledge of:

County organizations, social service systems, structures, goals, and problems sufficient to advise and direct social service programs.

Federal and State legal and administrative guidelines and constraints sufficient to develop policies and procedures and interpret them for county staff.

Department of Human Services programs and policies sufficient to advise and direct county social services practitioners in their implementation.

#### Ability to:

Write social services manuals, newsletters, practice guides, draft legislation and rules, narrative reports, grants proposals and correspondence.

Analyze demographic and recipient data, social services plan compliance data and service provision data and synthesize it into reports.

Verbal communication skills sufficient to advise county officials and social services staff; articulate and interpret policy, rules and regulations; and testify at legislative hearings.

Skill in negotiating sufficient to develop contracts for specialized social service programs.

Est.: 3/86T.C.:

Rev.:

Former Title(s):