

STATE PROGRAM ADMINISTRATOR, SENIOR

KIND OF WORK

Third-level professional program administration work.

NATURE AND PURPOSE

Under limited supervision, an employee in this class is responsible for analyzing, monitoring and administering a state program(s) requiring a comprehensive understanding of all procedural and administrative guidelines. Responsibility extends to recommending the withholding of services or other corrective actions in cases of noncompliance. General and technical guidance may be received from a higher-level State Program Administrator or other administrative employee; performs other duties as required.

*Know-How* (specific, integrative and human relations) -- Requires a thorough foundation (both theoretical and applied) in the principles and practices of a general field of knowledge sufficient to critique and evaluate the work of lower-level professional staff to assure work quality and continually improve work processes with strong awareness of most immediate and sustained effects on customers. Activities have specific objectives and content, but coordination of, and with, related activities is required. Ability to influence, persuade, understand and work collaboratively with others is important.

*Problem-Solving* (context and thinking challenge) -- Acceptability of conclusions, improvements or solutions is guided/governed by substantially diversified procedures, specialized standards, and precedents; positions have considerable latitude to consider which among many procedures should be followed and in what sequence to achieve the required results. Work involves differing situations with moderate rates of substantive change which may have new or unusual elements, requiring intensive search for solutions/appropriate choices among defined options or within area of learned things.

*Accountability* (freedom to act/empowerment and impact on end results) -- Practices and procedures are covered by historic examples, well-defined specific process considerations or necessary periodic review of results with supervisor or other team members; may deviate from established procedures and practices as long as end results meet standards of acceptability. Impact is contributory, providing supportive, interpretive or advisory functions for use by others.

**All unlimited classified positions in this class must have options. Options currently used with this class include: Function Analysis (FUNANA 1243), Health Care Eligibility (HECAGL 1663), and Licensing (LICING 1434).**

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

Approves and denies requests to expand public program service delivery so that they comply with program requirements by interpreting and analyzing governmental regulations, rules, policies/procedures, and communicating this information to clients; analyzing and interpreting required reports and advising clients on changes needed to comply with program criteria; determining if funding and services are within limitations of the specified public program; submitting timely documentation and reports; checking eligibility and completeness of information.

Executes contracts and audits program activities and progress reports so that program resources are properly expended by receiving and reviewing periodic monitoring reports such as quarterly and annual status reports; contacting clients and proposing solutions to resolve problems discovered during monitoring, (may include submitting new reports, amending current reports, etc.); retaining program records and files as specified by regulation; collecting, analyzing, and organizing program activity data.

Represents the state at meetings with other governmental officials to ensure adequate information (on program guidelines) is communicated to both governmental officials and clients by functioning as an information clearinghouse for program questions; providing on-site technical assistance/training sessions with state and local interest groups/task forces; and working with other officials in joint projects related to public information and presentations.

Advises clients with a comprehensive understanding of all procedural and technical aspects of program activities so that reasonable administrative guidelines are developed by determining if requested services are within the limitations of the laws and policies involved; assessing whether or not program parameters have been met; analyzing resource distribution to avoid duplication within or between programs; verifying that provided services are consistent with program plans.

Determines compliance with administrative and reporting provisions of a public programs so that management and client groups are kept up to date on program activities, and program needs are identified and met by on-site monitoring and/or identification of special problems.

Testifies before departmental policy committees and recommends appropriate action in the areas of project funding, special stipulations and program administration.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Qualitative and quantitative analysis sufficient to evaluate program information and reports, diagnose problems and research alternative methods of service.

Governmental budgeting and legislative processes sufficient to effectively recommend proposed changes to public programs and budgets.

Law and administrative procedures sufficient to approve or disapprove public program budgets and advise clients on changes necessary to achieve compliance.

Public administration sufficient to link the principles of public programs to the purpose to provide clients advice on the more complicated technical aspects of program operations.

Skill in:

Human relations sufficient to effectively persuade clients and other governmental officials by understanding complex and oftentimes, competing relationships and political agendas.

Ability to:

Read and comprehend public administration texts, documents and related literature as well as bulletins, manuals, rules, etc., sufficient to interpret, revise and/or draft them.

Write reports, bulletins, procedures, rules and correspondence sufficient to explain and clarify the program and promote substantive changes.

Communicate orally sufficient to coach and advise other program staff, to speak to individuals and groups to resolve differences of opinion and to testify before departmental policy committees.

Adapt to continuous organizational and program changes sufficient to work constructively under pressure and cope with ambiguity and setbacks.

Est.: 12/96  
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T.C.: 7/07  
Former Title(s): State Programs  
Administrator Senior