

Merit Systems Services

PROGRAM MANAGER II

DESCRIPTION

Under limited direction, the Program Manager II is responsible for the total employment, total eligibility, or total social services program; or one of these programs and one or more smaller department programs. Positions are in departments where the organizational structure requires two or more subordinate levels of supervision.

The Program Manager II class is used in local public social services agencies to provide management and supervision of employment, eligibility and/or social services programs. Some positions may have additional responsibility for administrative services units.

A Program Manager II differs from the Program Manager I in that the former typically has responsibility for the total eligibility, total employment or total social services program in a department where the organizational structure requires two or more subordinate levels of supervision. A Program Manager I serves in a second level managerial capacity to plan, organize, or direct units or programs.

SUPERVISION EXERCISED AND RECEIVED

Incumbents in this classification receive supervision from the deputy director, the director, or other upper-level department management. Program Manager II positions provide direction to subordinate managers, supervisors and other assigned staff in employment, eligibility, and social services programs.

Examples of Essential Duties:

Duties may include, but are not limited to, the following:

- Assists with the general management and administration of one of several complex divisions or total program areas within the Department of Social Services
- Selects, trains, evaluates and disciplines subordinate staff.
- Develops policies and procedures for the administration of departmental programs.
- Interprets Federal and State laws affecting the total assigned program.
- Prepares, or has major role in the preparation of, the total program budget for assigned programs.
- Directs and coordinates the work of multiple units in a total program area.
- Performs analysis and prepares detailed written reports of findings pertaining to the quality and efficiency of services provided by the program.
- Represents the department at community organizations, public gatherings and meetings.
- Enters and retrieves information from an automated computer system.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Employment, eligibility, social services, and other public social services programs.
- Principles and practices of basic supervision and management, employee development and public relations.
- Public funding, budget preparation, community needs, and resources.

Ability to:

- Plan, organize, and direct the work of others.
- Interpret rules and regulations.
- Analyze situations accurately and adopt an effective course of action; speak and write effectively.
- Enlist the cooperation of and work effectively with community organizations, government agencies and others.
- Work effectively with county board of supervisors.
- Establish goals and objectives.

Typical Qualifications:

EITHER

One (1) year of experience performing duties comparable to a Program Manager I.

OR

Two (2) years of experience comparable to an Eligibility Supervisor, Employment & Training Worker Supervisor, Social Worker Supervisor I or II, or Staff Services Manager I or II.

OR

A graduate degree in public administration or business administration or a Master's Degree in Social Work or from a two year counseling program AND one (1) year supervisory or managerial experience in employment, eligibility, or social services programs in a public social services agency.

Other Requirements:

DRIVER LICENSE REQUIREMENT:

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.