

CALWORKS PROGRAM SPECIALIST

County of Tulare

DEFINITION

To assist in planning, organizing, and directing the work of staff engaged in administering public assistance, employment service programs and related services; and to provide technical staff assistance.

SUPERVISION RECEIVED AND EXERCISED

Direction is provided by a higher-level management position within the department.

Responsibilities may include the direct and indirect supervision of operation personnel.

DUTIES

Assist in planning and organizing the work of staff engaged in the administration of public assistance, employment service programs and related services.

Confer with superiors regarding program direction, policies, procedures, personnel matters and casework problems.

Coordinate activities and resources and provide linkages with other agencies and organizations within the community that serve a target population.

Develop and prepare annual service plans for specific programs.

Conduct research, organize and evaluate information, and develop recommendations within the assigned program area.

Interpret public assistance, employment service programs and related services policies and procedures to operational supervisors.

Supervise and participate in the operation of in-service training programs.

Evaluate the effectiveness of policies and procedures.

Initiate and develop improved methods of operation.

Review case records, applications, correspondence, reports, and other materials.

Answer client complaints and respond to requests for information.

Identify community resources for purposes of research, program planning, information dissemination and referral.

Prepare agenda items, reports, memos and correspondence.

Represent the department in contacts with other governmental agencies and in the community.

May coordinate budgets, grants, and contract procurement processes for specific programs.

May prepare Requests for Proposal for specific programs and facilitate the procurement process through the execution of subcontracts.

May conduct staff meetings and individual conferences.

May supervise, train, and evaluate staff.

Essential job duties may be assigned that are not listed above but are relative to this job classification. (Reasonable accommodation will be made when requested and determined by the County to be appropriate under applicable law.)

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the education, training, experience, special skills and/or license which are required and equivalent to the following.

Knowledge of:

- Principles, programs, policies and regulations governing the operations of public assistance or employment service programs.
- Principles and practices of casework.
- Community needs and resources.
- Interviewing techniques and recording principles in public assistance or employment service programs.
- Public funding and budget monitoring.

Skill/Ability to:

- Comprehend and interpret complex laws, rules, regulations and policies.
- Conduct research, organize and evaluate information, and develop recommendations within assigned program area.
- Analyze administrative, organizational and legislative problems and implement necessary changes.
- Proofread technical materials.
- Develop community resources.
- Communicate effectively, orally and in writing.
- Establish and maintain effective relationships with those contacted in course of work.
- Train Staff.
- Analyze situations accurately and adopt an effective course of action.

Education:

- Bachelor's degree in social work, counseling or a closely related field.

Equivalency for Education:

- Directly related experience in the provision of social services administration including public assistance programs or a closely related field may be substituted on a ratio of one (1) year specific experience equivalent to one (1) year of education, up to four (4) years total.

Experience:

- Two (2) years of increasingly responsible experience in the provision of social services administration including public assistance programs

- Including one (1) year in a supervisory capacity or lead worker capacity.

[CalWorks Program Specialist] Job code: 083400, Res: xxxx-xxxx, Update: XX/XX

Supplemental Information

Overtime Status: Exempt

Probation: 6 Months

BU: 07