



COUNTY OF NYE

CLASS TITLE: PROGRAM MANAGER

BASIC FUNCTION:

Under the direction of the Director of Health and Human Services, assists in oversight, coordination and supervision of assigned Human Services programs and staff.

REPRESENTATIVE DUTIES: *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the representative duties).*

1. Assumes management responsibility for all services and activities in the absence of the Director of Health & Human Services. Supervises the activities of assigned staff; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities.
2. Assists in the recruitment and selection of staff; undertakes disciplinary action as required; conducts performance evaluations; facilitates appropriate scheduling of staff to ensure adequate operational coverage.
3. Assists in the development and implementation of goals, objectives, policies, procedures and work standards; analyzes information pertaining to program operations.
4. Assists staff with complex case management and when directed, makes determination for approval/denial of applications for assistance.
5. Provides advice and consultation to Director related to program areas, including a wide range of issues related to provision of services.
6. Assist in monitoring expenditures and program requirements to assure compliance with budgets and program outcomes; accounts for variances between projected and actual expenditures and outcomes.
7. Provides oral and written presentations on behalf of the program as required; represents the program, department and the County with other government agencies and in meetings with public, as directed.
8. Ensures compliance with all grant requirements and other relevant laws and regulations.
9. Maintains knowledge of and acts in accordance with the laws and regulations relating to mandatory child and elder abuse reporting.
10. Works with management to Survey the community and the potential client service base; determine service needs; develop, review and implement potential new programs; publicizes programs throughout the community.
11. 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 team.

12. Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.
13. Serves as Chief Deputy Public Guardian

EDUCATION AND EXPERIENCE:

Any combination of training, education, and experience that would provide the required knowledge and abilities including; graduation from high school or successful completion of GED or high school proficiency exam; two (2) years of related college coursework beyond high school; or experience closely related to the duties and responsibilities of the class.

Required Knowledge and Skills

Knowledge, Skills & Abilities:

Knowledge of programs within the Department as well as those offered by other county, state, federal and private organizations; Ability and skill to interact with people of different social, economic and ethnic backgrounds; Ability to listen, observe, ask clarifying questions and authoritatively represent the department policies.

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation.
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Principles, practices and techniques of human services program development, provision and evaluation.
- Rules, regulations and procedures related to the program areas to which assigned.
- Crisis intervention and counseling techniques.
- Community resources and programs available to clients with identified needs.
- Computer applications related to the work.
- Record keeping principles and practices.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be strained.
- Principles and techniques of preparing effective written materials.

Skill in:

- Supervising programs, projects and staff.
- Training others in policies and procedures related to the work and providing for their professional development.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Developing and administering the division's budget.
- Interpreting, applying and explaining complex laws, codes, regulations and

procedures.

- Using initiative and independent judgment within established policy guidelines.
- Preparing clear and concise reports, correspondence and other written materials.
- Making effective oral presentations to large and small groups.
- Setting priorities, coordinating multiple activities and meeting critical deadlines; reading and interpreting plans, specifications and contracts.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Contributing effectively to the accomplishment of team or division goals, objectives and activities.

LICENSES:

Nevada Driver's License.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Provide supervision to subordinate staff as required or directed.

CONTACTS:

Co-workers, other department personnel, public and vendors.

PHYSICAL EFFORT:

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, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and computer screens; hearing and speech to communicate in person or over the telephone.

Work is subject to exposure to traffic conditions and external environment when traveling from one office to another.

WORKING CONDITIONS:

Work is performed under the following conditions: Normal office environment.