



## SOCIAL SERVICES PROGRAM SPECIALIST 1

**Department:** Human Services  
**Job Class #:** 153900  
**Pay Range:** Professional 05

**FLSA:** Non-exempt  
**Represented:** No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

**GENERAL FUNCTION:** This is technical work assisting Social Service Program Specialists 3 and 2s in planning, contracting and monitoring of County funded social service programs. Incumbents are responsible for assisting provider agencies with developing and implementing program plans, goals, and objectives, and monitoring compliance of assigned social service programs.

**SERIES CONCEPT:** The Social Service Program Specialist 1 is the first level of a 3 level series. The Social Service Program Specialist 1 is distinguished from the Social Service Program Specialist 2 classification by the degree of decision-making and judgment and responsibility to assist in program planning, contracting and monitoring.

### **ESSENTIAL FUNCTIONS:**

- Assist with developing and writing Request for Information (RFI), Request for Proposals (RFP), Request for Qualifications (RFQ) and Notice of Funds Available (NOFA).
- Assist with developing, writing and updating contracts for specific services.
- Participate in the monitoring of services to insure compliance with program guidelines and established fiscal and program goals and objectives.
- Assist in providing technical assistance to contractor.
- Assist with program development, conduct research and gather statistical information.
- Provide support to Advisory Boards and Commissions.
- Assist in the coordination of long term planning and annual updates.

### **Data Analysis and Impact Evaluation Assignment**

- Assist with data collection, research and analysis for specific programs.
- Assist with the development and maintenance of a strategic plan for fully utilizing data systems to support program planning.
- Assist with the development of data-driven recommendations for system and program level improvements, including refinements of existing programs and new program development.
- Drawing on local data as well as national data, trends and promising practices, assist with the creation and production of monthly, quarterly and annual reports on system-wide and program-specific performance for internal and external audiences.
- Assist with tracking, testing, and troubleshooting software development issues and enhancement requests.
- Assist with the development of prototypes of user interface for department.

### **All Social Service Program Specialist 1**

- Review and maintain an awareness of federal, state and local laws and regulations affecting program services and client groups.
- Prepare and/or review reports.

## **SOCIAL SERVICE PROGRAM SPECIALIST 1**

### **Classification Description – Pierce County**

#### **Page 2**

- Work with staff to identify and implement improvements to guarantee appropriate service levels to consumers.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

#### **OTHER JOB FUNCTIONS:**

- Perform other job functions as assigned.

**SUPERVISION RECEIVED AND EXERCISED:** Work is performed under general supervision with the employee expected to plan and complete work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion by the supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures.

**WORK ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Social Service Program Specialist 1 work is performed in an office environment and out in the field at various construction sites, contractor or agency offices. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Travel to various work sites and/or meeting locations is required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Work is subject to frequent interruptions and normal office noise.

**PHYSICAL REQUIREMENTS:** The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Finger dexterity to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel to attend meetings away from regular work site is required.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

##### **Knowledge of:**

- Social/human services needs, programs and resources.
- Project planning, implementation, tracking and follow up.
- Principles, practices and techniques of contracting and monitoring.
- Applicable federal, state and local laws, rules, regulations, and policies and procedures.
- Complaint investigation and conflict resolution procedures.
- Research methodology, data collection, analysis and reporting.
- Principles of performance measurement.

##### **Skill in:**

- Providing consultation and monitoring of a variety people and agencies.
- Providing community education.
- Public speaking.

## **SOCIAL SERVICE PROGRAM SPECIALIST 1**

### **Classification Description – Pierce County**

#### **Page 3**

- Use and operation of personal computer, job-related computer programs such as Word, Excel, and Power Point, and other office equipment.
- Database management including program specific databases.

#### **Ability to:**

- Interpret and understand contract agreements.
- Analyze data and fiscal information.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Apply federal and state laws and regulations within the scope of this work.
- Implement policies and guidelines for providers.
- Conduct site audits to ensure compliance with contract and funding requirements.
- Provide technical assistance and guidance to sub-grantees.
- Monitor and provide direction to a variety of people and agencies.
- Prepare detailed and grammatically correct technical reports.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

**MINIMUM REQUIREMENTS TO APPLY:** Graduation from a four year college or university with a Bachelor's degree in public or business administration or social work, or a related field and one year of professional social services work experience which includes work with related programs, contracts, planning, or services required. Any combination of education and experience may substitute for the minimum requirements.

**SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:** Successful completion of a Pierce County background investigation is required prior to employment. Must possess a valid Washington State Driver's license, or the ability to obtain the license within 30 days of employment, or otherwise meet the travel requirements of the position.