

## **PURCHASE OF SERVICE PROGRAM MANAGER**

### **DEFINITION**

Under general supervision, is responsible for management and administration of purchase of service contracts negotiated by the Department of Social Services. The program manager is responsible for: effecting implementation of the department's purchase of service contracts, including contract negotiation, oversight of compliance and evaluation; identifying the program impacts of proposed and changed federal and state regulations and procedures and participation in the resulting need to develop strategies for implementing needed changes in those procedures and regulations; planning to meet identified needs and strategies for correction of identified problems; assessment of community needs relative to social services delivery systems; establishing and maintaining systems to ensure proper coordination with other divisions and community agencies; and perform related work as required.

### **EXAMPLES OF DUTIES**

Identify program goals and methods for implementation and evaluation; resource person to director and deputy director for special assignments relating to community needs for services and the viability of purchase of service contracting; monitors compliance of purchase of service agreements; evaluates performance of purchase of service providers, including recommendations regarding continuing funding; collects data from program elements and prepares budget line items; meet as needed with service supervisors and office managers regarding contract issues, communications relating to purchase of service contracts and system-wide coordination.

### **EMPLOYMENT STANDARDS**

Education and Experience: Any combination of training and experience equivalent to a Bachelor's degree in social work or a closely related human services field and three years management experience in a social/human services delivery system which demonstrates performance of all of the following job functions: program development including development and maintenance of operational policies and procedures; social/human services needs assessment and programmatic planning to meet those needs; program evaluation; making informational presentations for committees, boards or other organized groups; supervision of professional social/human services staff including employee and work unit performance evaluation.

Knowledges and Abilities: Skill in program planning and evaluation; knowledge of budgeting, personnel management and collective bargaining agreements; knowledge of federal and state laws as well as policies and regulations pertaining to the social services program; knowledge of internal administration involving organizing, delegating and coordinating functions; ability to assess information including facts, evaluation and conclusions presented in written form in terms of established standards; ability to achieve the accomplishment of work objectives through assigned staff; ability to exercise sound judgment and discretion in developing, applying and interpreting program policies and procedures; knowledge of social welfare problems and human service delivery systems; ability to communicate effectively orally and in writing.