



PROGRAM SERVICES COORDINATOR 2 - Bilingual

CLASS SUMMARY: To develop, coordinate and evaluate community human services programs; to negotiate, write and monitor contracts for a wide variety of human services programs; and to perform related duties as assigned.

CLASS CHARACTERISTICS:

This is the full journey level in the Program Services Coordinator (PSC) series. This classification is responsible to perform specialized administrative work involving the planning, research, development, implementation, and evaluation of community human services programs through contracts, subcontract and grants, both within County government and other public and private agencies. Employees within this classification are distinguished from the PSC1 by the assignment of one or more diverse human services programs involving regular ongoing work with client populations, and addressing a range of differing service needs. Employees at this level are also distinguished from the PSC1 by the level and variety of responsibilities regularly assumed in their role, an increasingly higher level of independent judgment, discretion, and decision-making exercised. This also involves a working knowledge of differing service areas and systems.

This classification is distinguished from the Sr. Program Service Coordinator classification in that the latter performs duties requiring full responsibility for coordinating multiple community human services programs or coordinating a large, complex program and has greater independence and decision-making authority.

SUPERVISION RECEIVED: Receives direction from assigned management personnel. May exercise functional or technical supervision over support staff in lower classifications.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

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| 1. | Develops, produces and promotes the utilization of a comprehensive program plan. |
| 2. | Researches and compiles information on needs, services, service delivery and priorities; develops program plans and implementation procedures; coordinates the implementation of the program plans through other agencies, both public and private. |
| 3. | Establishes and maintains liaison with public and private agencies related to the program; integrates department-administered services, contract agencies and the outside programs into a comprehensive system. |
| 4. | Administers contracts with outside agencies; monitors service compliance for both those provided in-house and through contract; reviews service fee schedules and reimbursement procedures; interprets and clarifies guidelines and performance standards. |

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5.	Provides technical assistance and expert advice in program areas to related advisory councils, commissions and agencies, both private and public.
6.	Develops a plan for the utilization of financial and other resources in order to develop a comprehensive and efficient system.
7.	Attends and participates in meetings and conferences; promotes positive public relations and may develop public education for program.
8.	Develops and monitors legislation having an impact on program; prepares policy statements.
9.	Prepares required reports relating to program for department administration, program managers and others.
10.	May assist in program budget preparation, grant writing and/or monitoring.
11.	May facilitate interagency and intergovernmental coordination and cooperation on comprehensive projects
12.	Regularly meets with representatives of various division/department heads, citizens, planning commissions, etc. on program issues.
13.	Mobilizes and champions programs for the community involving multiple agencies and stakeholder involvement.

Knowledge of (position requirements at entry):

- Principles and practices of management, including program planning, development and evaluation, and fiscal administration.
- Principles and practices of contract administration and governmental services planning.
- Principles, practices and terms of the assigned program area.
- Preparation and interpretation of descriptive statistics; program auditing techniques.

Skills in (position requirements at entry):

- Work independently in developing goals and procedures, and in anticipating task requirements inherent to the assigned area of responsibility.
- Develop and maintain productive liaison and public contacts; use sound judgment and discretion in dealing with institutional representatives, citizen boards and the general public.
- Explore and identify program revenue opportunities.
- Mobilize and champion program(s) for the community.
- Effectively analyze data and results of evaluative research projects.
- Assist in developing and administering program budget(s).
- Speak in public and express ideas effectively and persuasively.
- Prepare and write reports, grant proposals, written communications, press releases, etc.
- Establish and maintain effective working relationships with those contacted in the course of work.

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- Communicate clearly and concisely, both orally and in writing.

Training and Experience (positions in this class typically require):

Bachelor's degree from an accredited college or university with major course work in public administration, community services, business administration, or a related field. Three years of increasingly responsible experience in community and human services planning, development and evaluation. An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

NOTE: This position is represented by AFSCME Local 2831.

Classification History:

FLSA Status: Exempt.

BILINGUAL “B”

Bilingual designation is an adjunct classification.

Language - *Spanish*

DEFINITION:

To assist in providing bilingual communication with Limited English Proficient (LEP) persons. Individuals in these classifications do more than self-identify; they have successfully passed a test demonstrating proficiency in both English and the other language administered by the County. The need for the use of the second language in the performance of job duties in this classification has been identified.

EXAMPLES OF DUTIES:

In addition to the regular knowledge, skills, and abilities required of the employee’s main classification, the bilingual duties of this adjunct classification may include, but are not limited to the following:

- Interpreting between English speakers and LEP persons.
- Orally translating documents
- Providing oral assistance
- Providing written assistance, including some written document translation

MINIMUM QUALIFICATIONS:

Knowledge of:

Both languages, demonstrating the ability to convey information in both languages quickly and accurately.

Ability to:

- Communicate clearly and concisely.
- Maintain confidentiality of communications.

EXPERIENCE AND TRAINING:

An equivalent combination of experience and training or demonstrated abilities qualifying the employee or applicant to perform the duties described herein. These skills and abilities may be acquired in various ways; i.e., education and/or bilingual or bicultural experiences.