

**CLASS TITLE: CHIEF HUMAN SERVICES POLICY
AND SYSTEMS SPECIALIST**

**Class Code: 02710800
Pay Grade: 32A
EO: A**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To plan, organize and direct the analysis of human service federal regulations; to use such analysis to translate federal regulations into state human service policies, procedures and systems; and to do related work as required.

SUPERVISION RECEIVED: Works under the general direction of a superior with wide latitude for the exercise of independent judgement; work is reviewed through conferences and reports and results obtained.

SUPERVISION EXERCISED: Plans, directs, coordinates and reviews the work of a technical and clerical staff engaged in providing various human service technical analyses.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To assist the supervisor in human service systems analysis in supervising the work of a staff engaged in developing systems, policies and procedures to comply with various human service federal and state regulations.

To develop human service programs intended to foster the improved delivery of services by the Department of Human Services.

To assist in the validation of computer programs used to implement human service policies.

To develop routines for use as standards for recurring manual and/or computerized operations.

To supervise the preparation of operating instructions for electronic file maintenance.

To maintain a constant awareness of federal and state legislation having an impact on poverty and human service programs and activities.

To work directly with federal agencies in the implementation of pertinent statutes.

To supervise the development and maintenance of policies and procedures maintained in electronic files.

To develop and implement written regulations which conform Department of Human Service policies to state and federal requirements.

To administer direct service programs and/or training programs.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of federal and state laws and regulations relating to the initiation and implementation of human service programs and systems; a thorough knowledge of state, federal, local and private resources dealing with various human service problems; a working knowledge of the principles, practices and techniques of developing informational programs and human service oriented systems; a thorough knowledge of the use of electronic file maintenance; a thorough knowledge of the principles and practices of human service systems; the ability to perform the most complex and difficult technical procedures in all systems related to the delivery of Department of Human Services; the ability to plan, direct, supervise and review the work of a technical and clerical staff engaged in providing human services and in delivering human service systems; the ability to develop systems and procedures to meet various human service needs; the ability to prepare clear and concise reports containing findings, analyses, conclusions and recommendations; the ability to

establish and maintain effective working relationships with superiors, associates, and federal, state, local and private agencies and organizations; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing; and

Experience: Such as may have been gained through: employment in a highly responsible position in human service system design and policy formulation and performing complex technical, analytical, evaluative and liaison work in human services.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: July 3, 1988

Editorial Review: 3-15-2003