

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

**Class Code: 02710400  
Pay Grade: 28A  
EO: B**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To perform complex technical, analytical and evaluative analyses in connection with federal and state program policies, methods, procedures; to conduct organizational and operational studies of a complex nature in human service planning and system development on a statewide basis; to study, organize and maintain human service policies and procedures in an electronic file environment; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior from whom work assignments and general instructions are received with latitude for the exercise of independent judgement and initiative; work is usually reviewed upon completion for adherence to desired objectives and results obtained in accordance with accepted techniques of systems analysis.

**SUPERVISION EXERCISED:** As required, may supervise the work of technical and clerical assistants; reviews work in process and upon completion for conformance to instructions given and for accuracy.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To perform responsible technical research work and analyses in connection with administrative policy, methods, systems of a complex nature and to make appropriate recommendations.

To make independent studies and to perform independent research of the feasibility of proposed new programs, policies, procedures and systems.

To develop detailed procedural or operational manuals in an electronic environment.

To review, develop and refine organizational charts and forms as required with the aid of electronic tools.

To review and refine policies and procedures for electronic file maintenance of human service program requirements.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough working knowledge of the principles and practices of developing human service policies, regulations and systems; a working knowledge of the methods and techniques involved in the collection and organization of data used in human service policy and system design; the ability to make technical planning and system studies and make recommendations for change; a working knowledge of basic personal computer operations; the ability to establish and maintain effective working relations with federal, state, local and community organization officials as well as the general public; 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 responsible technical position which has provided the opportunity to acquire and apply practical and theoretical knowledge of varied management functions and techniques to a variety of management problems in human services in order to achieve more effective operations; or employment in system development and design.

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