

## **PROGRAM SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This is coordination and liaison work of a complex nature involving the responsibility for administering one or more program(s) in a department or agency. The work is performed under the general direction of a higher-level administrator and supervision is provided to a small number of employees including program participants. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Coordinate program activities in accordance with program requirements, policies and procedures;  
Supervise staff and oversee participants and/or volunteers involved in program(s);  
Develop and implement strategies to recruit qualified individuals for one or more program(s);  
Interview applicants and gather necessary information to determine appropriate job referrals, job placement and eligibility;  
Identify and develop potential work sites and program locations within the community;  
Identify and assign program participants to attend training programs;  
Ensure compliance with contracts and agreements between departments and other public and private agencies;  
Ensure all program requirements are met;  
Conduct on-the-job training sessions and workshops for staff and program participants;  
Monitor and evaluate the effectiveness of programs, including conducting program participant satisfaction surveys;  
Conduct field work which may include visits to clients' homes, work sites and program locations;  
Attend a variety of meetings in accordance with program requirements;  
Speak to individuals, groups, and organizations to explain programs, services and eligibility;  
Maintain records and prepare a variety of reports.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the principles and practices of program development; good knowledge of programs available in Rockland County\*; good knowledge of the principles and practices of interviewing techniques; ability to prepare reports and maintain records; ability to conduct training sessions; ability to supervise the work of others; ability to establish and maintain cooperative relations with others; ability to communicate effectively, both orally and in writing.

**MINIMUM QUALIFICATIONS:** A Bachelor's degree or higher and three (3) years of experience that substantially involved the responsibility for the creation, implementation, coordination, or administration of a program\*\*, one (1) year of which must have included the management or supervision of staff.

**SPECIAL REQUIREMENT:** Possession of a valid driver's license is required at the time of appointment and must be maintained throughout the course of employment in this title.

\*To be demonstrated during the probationary period.

\*\*Responsibility, as used in "responsible for a program" or related shall be defined as developing procedures and program goals, ensuring compliance with regulations, and evaluating program effectiveness.

R.C.D.P. 08.07.2023  
Competitive

11.27.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.