

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 3286

**TITLE:** PROGRAM MANAGER

**GRADE:** S-31

**DEFINITION:**

Under general supervision, directs and oversees a human services program or regional activities; manages program supervisors; serves as a policy expert in assigned program area; establishes program goals and objectives and evaluates outcomes to identify success measures and strategies for improvement; develops program policies and procedures to ensure conformance with federal, state and local policies and regulations; collaborates with other department managers to meet current and evolving client and community needs; leads resource and community development efforts; communicates and maintains liaison with the citizens, public and private organizations, staff, and agency senior managers to ensure and advocate for the welfare of county residents.

**DISTINGUISHING CHARACTERISTICS:**

This class is utilized for positions providing direction and leadership to human services program and/or regional staff in their assigned area of specialization.

**ILLUSTRATIVE DUTIES:**

*(The illustrative duties listed in this specification are representative of the class but are not an all inclusive list. A complete list of position duties and unique physical requirements can be found in the position job description.)*

Provides leadership and oversight of human services programs and/or activities;

Provides managerial direction and guidance to supervisors in the delivery of services in such a manner as to carry out agency goals in accordance with policies and mandates;

Develops and provides oversight of program goals and work plans and assures the quality provision of services;

Leads in the planning, development, implementation and evaluation of program policies and procedures;

Interprets and implements federal, state, county and department policies and procedures;

Ensures quality business practices in program implementation and service delivery;

Provides oversight to evaluation of service delivery and program satisfaction surveys;

Continually evaluates and improves program effectiveness. Seeks and shares information about national, state and local initiatives for application to the program;

Engages community members in identifying issues and seeking solutions through prevention strategies, capacity building, resource development, and partnering.

Establishes and maintains relationships and partnerships with community organizations and other human service agencies;

Develops and maintains knowledge of community needs and assists with the development and delivery of services to meet identified needs;

Interprets the service to the community in order to provide the necessary understanding of client families to other community services and resources and to stimulate the required coordination and development of supportive services in the community;

Manages the program budget to ensure effective use of agency resources to achieve program outcomes;

Develops program outcome measures and the program budget;

Monitors program expenditures and performance measures and recommends adjustments or modifications to assist with achievement of desired outcomes;  
Oversees service delivery, budget/expenditures, and evaluation of services funded through grants;  
Monitors service delivery, expenditures and outcomes provided through contracted services;  
Works in collaboration with other department managers to coordinate program development, agency goals and services designed to meet client and community needs and to ensure quality customer service;  
Develops and maintains an appropriately balanced and culturally diverse staff assuring responsiveness to the diversity of the client population and the community;  
Plans and implements, in coordination with other managers, a continuing, structured staff development program;  
Provides opportunities for staff initiative and development;  
Supports and improves ability of program staff to provide services by employing strategies to access needed resources, changing or establishing policies and procedures, and raising issues to senior management for decisions or approvals;  
Stays current on the use of technology to improve program management and service delivery.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

*(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all inclusive list.)*

Ability to plan and direct the activities of a large group of human services professionals;  
Ability to work successfully with other managers for strategic planning, to develop common outcome measures, and to share responsibility for achieving goals;  
Ability to successfully work with County and School officials and community leaders.  
Knowledge of the principles and practices of casework supervision;  
Knowledge of current social service trends and methods/approaches to address them;  
Knowledge of the principles, methods and problems of organization and management;  
Knowledge of business process redesign methodologies;  
Knowledge of strategic planning;  
Knowledge of budgeting;  
Knowledge of contract services management;  
Knowledge of human resources management practices;  
Knowledge of performance management;  
Thorough knowledge of federal, state and county regulations and guidelines relating to the assigned area of specialization and the ability to accurately apply, interpret and administer them;  
Ability to solve problems and resolve conflicts;  
Ability to develop and implement creative approaches to address needs;  
Ability to communicate clearly and concisely, both orally and in writing;  
Ability to establish and maintain effective working relationships with a variety of individuals;  
Ability to collaborate across organizational boundaries to find common ground with a widening range of stakeholders;  
Ability to develop professional networks with individuals and groups, both internal and external to the organization;  
Ability to work with a personal computer and multiple software applications;

**EMPLOYMENT STANDARDS:**

Graduation from an accredited four year college or university with a bachelor's degree in social services or human services, or with major course work in a specialty that confers within a community-based service delivery setting (for example, child development and family studies, education, public administration, recreation), or other related field; PLUS five years of professional experience in the social services, human services, or other community-based service delivery service or setting; two of which included supervising professional staff. A master's degree in an appropriate field may be substituted for one year of the required experience.

**CERTIFICATES AND LICENSES REQUIRED:**

Not applicable.

**NECESSARY SPECIAL REQUIREMENTS:**

New County employees must satisfactorily complete a criminal background check and a check of the Child Protective Services Registry.

May be required to provide emergency services work in the event of an emergency or disaster.

REVISED:	April 26, 2010
REVISED:	March 27, 2008
REGRADED:	July 1, 2005
REVISED:	June 17, 2005
ESTABLISHED:	March 6, 1989