



Programs Specialist

J O B D E S C R I P T I O N

JOB INFORMATION

Approved Date:	1/8/2024 7:00:59 PM
Working Title:	Programs Specialist
Job Family:	Program
Classification:	Program Specialist

ORGANIZATION

Department:	Human Services
Cost Center/Program:	1906 - Area Agency on Aging - Non-Medicaid Case Management
Exemption Status:	Non Exempt
Union:	Not Represented

JOB SUMMARY

Positions in this classification serve in a supporting role as a resource for work teams handling multi-disciplinary or technically challenging projects and programs. Incumbents may act as a program liaison and provide support to program participants and outside entities regarding functions of the program; interpret, review and apply program specific policies, procedures and regulations; assess program needs; and assist in the development courses of action to carry out program activities.

A program is a specialized area with specific complex components and discrete tasks which distinguish it from the main body of an organization. A program is specific to a particular subject. The specialized tasks involve interpretation of policies, procedures and regulations, budget coordination/administration, independent functioning and typically, public contact. Duties are not of a general support nature transferable from one program to another. Performance of clerical duties is in support of incumbent's performance of specialized tasks.

Distinguishing Characteristics

This is the second level within a six level Programs series. This classification is distinguished from the next level within the series in that Programs Coordinators perform technical level work requiring program specific experience and may serve as a lead over other workers in a program. It is distinguished by providing specialized support work specific for the program and program participants. Positions at this level work under general supervision and plan and organize operations for programs such as the business enterprise, volunteer services and community resources, elections examination/administration programs. Incumbents oversee day-to-day program operations, function as a program representative and resource, have extensive contact with program participants and outside entities, and resolve problems within a delegated area of authority. Unusual problems, probable outcomes and solutions are presented to higher levels for resolution.

Under the direction of the assigned supervisor, the incumbent performs specialized case management work that involves supporting functionally impaired adults, caregivers and older adults obtain and effectively deliver supportive services. Monitors Medicaid Demonstration Project (Medicaid Alternative Care and Tailored Supports for Older Adults) and state Family Caregiver program reports and completion of new and routine case management tasks to ensure completion by program deadline. Incumbent is responsible for screening for client eligibility of program, tracks presumptive eligibility, assesses client needs, develops care plans, authorizes services, assigns new cases to program case managers and monitors for due dates. This is lead position that reports to the Caregiver Programs Supervisor.

JOB FUNCTIONS

Essential Functions

Essential Function	% TIME
Completes and oversees completion of client files documenting all activities performed, in coordination with the client, family members/significant others, agency, and individual service providers, State and local agencies, and all other information required for specific programs or services.	20%
Case management. Conduct comprehensive screenings and assessments, and client care plans to determine client strengths, areas where additional support is needed, and formal and informal support resources at the client's disposal. Provide information and make referrals to, as well as coordinate with, professional inter-disciplinary teams to ensure that appropriate support strategies are offered to clients and implemented effectively.	40%
Screening of client eligibility for programs. Tracks and establishes client through Presumptive Eligibility.	15%
Coordination. Monitor reports and completion of new and routine case management tasks. Run data reports for all programs as requested by supervisor.	20%
Point of contact for staff for consultation and problem solving, at supervisor discretion and/or when supervisor is not available.	5%

Required for All Jobs

<ul style="list-style-type: none"> Performs other duties as assigned
<ul style="list-style-type: none"> Complies with all policies and standards

This Job is Essential

QUALIFICATIONS

Education			
Education Level	Education Details	Required/ Preferred	
Associate's Degree	in a field closely related to the program, from a college or university accredited by an agency recognized by the US Department of Education and three years of support related experience.	Required	
Master's Degree	From a college or university accredited by an agency recognized by the U.S. Department of Education or equivalent in behavioral or health sciences (social work, clinical psychology, sociology, guidance counseling, gerontology or nursing)	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
2 years	support experience closely related to the program.	Required	
	Program supervisory or lead experience.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
DL NUMBER - Driver License, Valid and in State	Driver operates a personal vehicle as an essential function for official County business.	Upon Hire	Required	

Equivalency

Relevant work experience demonstrating required knowledge, skills, and abilities may substitute for educational requirements. Work experience is essential and cannot be replaced by additional education.

Equivalency

No education/work experience equivalency

Knowledge, Skills and Abilities

KSAs	
Appear for scheduled work and complete assigned tasks within a reasonable period of time.	
Establish and maintain effective working relationships with others using tact, courtesy and good judgment.	
Maintain confidentiality and adhere to policy and procedures of the county and department.	
Communicate effectively orally and in writing.	
Utilize various computer applications specific to the department including databases, word processing, document imaging, spreadsheets, and web-based systems for entering, retrieving and researching data and records.	
Physically perform assigned duties and essential functions of the position.	
Knowledge of the specific program area	High
Knowledge of research methods	Medium
Knowledge of relevant agencies and systems	High
Knowledge of County, State, and Federal laws and regulations pertaining to the program	High
Knowledge of principles and methods associated with public information dissemination	Low
Knowledge of project cost accounting and project management principles	High
Knowledge of general government principles and procedures	Low
Knowledge of lead/supervisory principles.	Medium
Knowledge of local aging network service delivery systems and other health and human service delivery systems.	High
Philosophy of coordinating care in a client-centered manner focusing upon individual strengths, interests, and competencies, as well as upon informal support networks.	High
Knowledge of professional case management/social work ethics.	High
Knowledge of psychosocial dynamics, as well as disease etiology, processes, diagnoses, and prognoses, especially as they relate to the field of geriatrics and gerontology.	Medium
Effective interviewing techniques and methodologies.	High
Knowledge of theory regarding professional risk assessment and crisis intervention methods.	High
Knowledge of computerized and other recordkeeping methods and techniques.	High
Knowledge of services offered by the Division and the ability to research questions related to services offered by state and local agencies.	High
Skill in basic quantitative skills	Medium
Skill in analysis and problem-solving	High
Skill in budget development and monitoring	High
Skill in gathering, manipulating and using data utilizing a computer and other tools	High
Skill in providing program advice and education to the public	Medium
Schedule and prioritize workflow (including own work and team's work) to complete tasks and meet deadlines.	Medium
Work independently without regular direction, and troubleshoot problems in assigned area of responsibility.	High
Work independently in the office and the field, exercising a high degree of discretion and with minimal direction and supervision.	High
Establish and maintain effective working relationships with clients, care providers/agencies, co-workers, and the public, using tact, courtesy and good judgment.	High
Work successfully within the context of a team as a team player.	High
Maintain a professional demeanor under heavy workload and stressful situations.	High
Maintain confidentiality and adhere to policy and procedures of the department.	High
Interpret and implement a variety of documents, policies and procedures.	High
Understand and execute oral and written instructions and procedures.	High
Operate a computer. Utilize various computer applications specific to the department including databases, word processing, document imaging, spreadsheets, and web based systems for entering, retrieving and researching data and records. Access state database and systems (CARE, Provider 1, T-Care, etc).	High
Compile, prepare, and tabulate statistical data, reports, statements and summaries.	Medium

Manage complex interventions across diverse professional disciplines and service systems, including medical, mental health, public benefits, legal, law enforcement, substance abuse, etc.	Medium
Identify potentially harmful situations in coordination with clients and caregivers and assist with developing and monitoring integrated, appropriate interventions.	High
Safely drive or provide own transportation to off-site work locations.	High
Understand eligibility criteria and referral processes for ancillary service providers.	High
Ability to exercise professional judgment by researching, administering, and enforcing all relevant WACs and RCWs.	High
Ability to maintain a professional level of knowledge regarding local, state, and federal regulations, laws, and ordinances pertaining to programs and services for functionally impaired adults.	High
Ability to determine the appropriate level of care needed by individuals and authorize payment and/or obligate state revenues to pay for these services through the Department of Social and Health Services which requires a thorough understanding of DSHS service eligibility criteria to ensure that the Division of Aging and Long Term Care operates with due fiduciary care.	High
Ability to conduct interviews and perform comprehensive assessments to determine client strengths, areas where additional support is needed, and formal and informal support resources at the client's disposal.	High
Ability to develop negotiated service plans in coordination with clients, their families/significant others, informal support networks, health care providers, professional staff from Washington State and local agencies, departmental staff, and any other person/entity deemed appropriate by the client.	High
Ability to provide supportive counseling to clients and assist clients with coordinating appropriate mental health or other counseling services during catastrophic or life-altering events.	Medium
Ability to present the Division of Aging and Long Term Care in a professional manner and assist with marketing efforts, including outreach and public information activities.	Low

Core Competencies

Demonstrates values-based competencies in line with the core values that are the foundation of all activities performed by employees in order to achieve the Mission of the Company:	
Time Management	Uses their time effectively and efficiently; values time; concentrates their efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
Drive for Results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Remote Employment

Remote Employment Type:	
Remote Employment Text:	

Weight Bearing Activities

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Weight Bearing (Standing & Walking)		
Weight Bearing Standing		
Weight Bearing - Walking		
Walking on Uneven Terrain	Occasionally: 11-33% - Occurs 31 minutes to 2.5 hours per shift.	remote sites or field work
Running		

Weight Bearing Activities

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Jumping		
Climbing Ladder, stairs, stools	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	may periodically climb stairs
Balancing	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	to access low filing cabinets/shelves
Bending at the waist	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	accessing files, office supplies, and equipment
Twisting at the waist	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	to access low filing cabinets/shelves
Stooping Slight bend at knees		
Squatting		
	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	

Other - Non-Weight Bearing

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Sitting	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	
Kneeling One or both knees		
Crawling On hands and knees		
Lying Down		
Back, side or stomach		

Lifting/Carry/Push/Pull

Lifting

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Lifting 0-10 lbs	Occasionally: 11-33% - Occurs 31 minutes to 2.5 hours per shift.	Office supplies, paperwork and files
Lifting 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Office supplies, paperwork and files
Lifting 21-35 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Office supplies, paperwork and files
Lifting 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Lifting 50 + lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

Carry

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Carry 0-10 lbs	Occasionally: 11-33% - Occurs 31 minutes to 2.5 hours per shift.	Office supplies, paperwork and files
Carry 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Office supplies, paperwork and files
Carry 21-35 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Office supplies, paperwork and files
Carry 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

Pushing

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Pushing 0-10 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pushing 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pushing 21-35 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Pushing 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

Pulling

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Pulling 0-10 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pulling 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pulling 21-35 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Pulling 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

Upper Extremity/Arm Movement

	Dominant Arm - Frequency/Percentage Time/Max Time	Non-Dominant Arm - Frequency/Percentage Time/Max Time	Examples of how activity is performed
Reaching Above shoulder level	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	accessing files, office supplies, and equipment
Reaching at shoulder level	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	accessing files, office supplies, and equipment
Reaching below shoulder level	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	accessing files, office supplies, and equipment
Steering Equipment, Vehicles			

Cervical Spine/Neck Movement

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed

Upper Extremity/Hand Activities

	Dominant Arm - Frequency/Percentage Time/Max Time	Non-Dominant Arm - Frequency/Percentage Time/Max Time	Examples of how activity is performed
Fine Manipulation			
Keyboarding/Typing			
Simple Grasp	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	office supplies, equipment, phone
Up & Down Flexion of Wrist			
Side to Side Motion of Wrist			
Turning/Rotation of wrist/hand			
Gross Manipulation			
Powerful Grasp/Tight Grasp	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	office supplies, equipment, phone
Hand Controls			
Repetitive Motion			

Sensory Functions (See, Hear, Smell)

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Sight: Distinguish objects, depth perception, field of vision, color identification, near and far acuity necessary to operate equipment, machinery, etc.	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	documents computer screen, files may be color coded
Hearing: Comprehend oral language and sounds and react appropriately. Follow oral directions.	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	
Speaking: Orally communicate information and ideas with comprehension	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	
Reading: Comprehend and retain the written word.	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	documents computer screen
Writing: Composing communications in writing		
Math: Compute a series of numeric variables, measurements		

Working Conditions

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Uneven Ground	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Exposure to Bloodborne Pathogens		
Work Outside	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Customer/Public Contact		
Work Inside	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	office environment
High Elevations	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Moving Objects	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Slippery Surface	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Wetness	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Temp.Humid/ Extremes	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

Working Conditions

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Temp. Cold Temp	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Confined Spaces	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Special Clothing	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	semi-professional attire
Vibration	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Use of Solvents	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Use of Detergent	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Chemical Contact	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Chemical Vapors	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Dust or Particles	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	
Toxic Substances		
Explosives		
Radiation		
Electricity		
Noise intensity		

Mental/Psychological Demands

Mental/Psychological Demands	Required Yes/No (Blank)	Examples

Operational Equipment

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed

Other Requirements

PRE-EMPLOYMENT EXAMS

POST-EMPLOYMENT

COMPENSATION

Annual Max:	\$0.00
Annual Min:	\$0.00
Hourly Max:	\$42.30
Hourly Min:	\$33.07