

PROGRAM SPECIALIST I

GENERAL DESCRIPTION

Performs implementation of program, consultative services and technical assistance work. Work involves implementing the Quality Management (QM) Program for the HIV Care and Treatment Program. Assisting with planning, developing, and implementing an agency program and providing consultative services and technical assistance to service providers, governmental agencies, community organizations, clients or the general public. May train others. Works under moderate supervision, with mid-range latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Performs an array of technical, training, research, planning, policy, program assessment and administrative activities related to program assignment.

Provides support and collaborates in the planning, development, and implementation of an agency program.

Serves as a liaison to staff, service providers, government agencies, community organizations, clients or the general public to assist in explaining program specifics and requirements.

Assists in providing consultative services and technical assistance for agency programs.

Markets program(s) to community and professional groups to encourage and/or improve interest in the program(s).

Prepares administrative reports, studies, and specialized projects.

Prepares and reviews literature, statutes, rules, and/or policies.

Assists in the collection, organization, analysis, and/or preparation of materials in response to requests for program information and reports.

Prepares and updates the Ryan White Part B, HIV Quality Management Plan.

Coordinates and conducts, Quality Improvement (QI) projects for Ryan White Part B funded activities and agencies.

Coordinates the regional Quality Management Committee Meetings and conference calls.

Prepares committee agenda, minutes, documents and maintains records.

Compiles, summarizes and analyzes program data for reports, meetings, grant applications and presentations.

Identifies evaluation outcomes and indicators, quality improvement indicators, data elements and data sources and methods.

Coordinates data gathering and reports activities to ensure that the appropriate types of data are being gathered to measure necessary outcomes and quality indicators.

Assists program staff in determining trends and resolving technical problems.

Assists with the review of program area operations to identify areas in need of change and assists with the development of plans to improve or address areas of concern.

Assists in analyzing State and Federal driven standards and guidelines to develop recommendations for policy in programmatic areas relating to the implementation, improvement, and/or expansion or reduction of program funding.

Monitors compliance with requirements, laws, regulations, policies, and procedures for assigned program using the protocols and tools developed by the program for this purpose.

Prepares report summarizing the QI findings during the site visits to include program recommendations.

Participates and coordinates program participation in conference calls as needed.

Assists in preparing and evaluating program budget requests.

Assists in preparing justifications for the implementation of procedural or policy changes.

May assist in developing policy and procedure manuals.

May train others.

Performs and assists in other related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Experience in a field related to the agency program. Graduation from an accredited four-year college or university with major course work in a field relevant to the assignment is generally preferred. Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of local, state, and federal laws related to the program area; of public administration and management techniques; of statistical analysis processes; of budget processes; of research techniques; of training and marketing techniques; and of program management processes and techniques.

Skill in identifying measures or indicators of program performance and in operating computers and applicable software.

Ability to gather, assemble, correlate, and analyze facts; to devise solutions to problems; to market programs; to prepare reports; to develop, evaluate, and interpret policies and procedures; to communicate effectively; and to train others.