

# Program Consultant

Job Code	Job Title	Pay Grade
4041A4	Program Consultant I	25
4157A4	Program Consultant II	28

## CONCEPT:

This is technical and specialized work planning, implementing and monitoring program activities or liaison work providing client liaison services through client advocacy activities.

## TASKS:

### PCI

- Provides technical assistance in the development of organizational and operational plans, grants, contracts and or procedures for achieving program goals; participates in the preparation of procedural manuals and related instructional materials; prepares or directs the preparation and maintenance of necessary records and reports.
- Reviews and analyzes operations to assist and advise program personnel regarding prescribed standards, practices and procedures; evaluates activities and makes recommendations to increase operating efficiency and ensure adherence with federal or state guidelines
- Participates in the development of state or area plans and or contracts; disperses and monitors the use of grant or contract money for community programs.
- Evaluates and prioritizes grant applications; reviews grant documentation to determine eligibility and conformance with program objectives.
- Provides technical planning, assistance and training to agency staff, organizations or community groups in analyzing areas of need, in planning to meet needs and in documenting effectiveness and compliance with program guides.
- Acts as an initial liaison or client advocate to resolve conflicts or misunderstandings by explaining, clarifying and interpreting operational practices, procedures, regulations and activities; advises clients, organizations or the general public about specific programs and sensitive issues.
- Establishes a system to detect weaknesses and inadequacies in services and procedures; determines whether needs are being met and makes changes to correct deficiencies.
- Speaks to groups and organizations to explain services and to promote participation; serves on committees, boards or councils concerned with program functions and activities.
- Uses total quality management practices including analytical tools and employee involvement to design solutions to problems.

### PC II

- Formulates organizational and operational plans, grants, contracts or procedures for achieving program goals; prepares procedural manuals and related instructional materials; arranges for resources, facilities and equipment necessary to administer on-going programs and to implement new programs.
- Initiates and administers grant applications; disperses and monitors the use of grant or contract money for community programs; coordinates technical and administrative documentation and reports to determine eligibility and conformance to program objectives; may terminate providers for non-compliance.
- Resolves complex conflicts that have not been satisfactorily resolved during prior contacts with agency representatives; resolves disputes and contention by using advanced negotiation skills; advises clients, organizations or the general public about specific programs and sensitive issues.

## LEVELS OF WORK

- Class Group consists of two classes.

**Program Consultant I:** Work involves responsibility for planning, coordinating and evaluating program activities by providing professional expertise and direction for programs with limited impact; and maintaining, monitoring and evaluating program activities for effectiveness and compliance with policies, procedures and legal mandates. Work may also include explaining, clarifying and interpreting operational practices, procedures, regulations and activities and or advising clients, organizations or the general public about specific programs. Actions and decisions have limited impact on the agency's mission; or liaison activities are limited to the initial stage.

**Minimum Requirement:** Six months of experience in planning, implementing and monitoring activities relevant to the agency's programs. Education may be substituted for experience as determined relevant by the agency.

**Program Consultant II:** At this level, actions and decisions have major impact on the agency's mission; or liaison activities are limited to issues not resolved at the initiatory stage or those issues of an extremely complex and sensitive nature. Work involves consulting and evaluating operational practices, procedures and activities by providing professional expertise and direction for programs. Work may include statewide authority in a specific phase of a total program. Work also may include explaining and interpreting operational practices, procedures, regulations and activities and or advising clients, organizations or the general public about specific programs.

**Minimum Requirement:** One year of experience in planning, implementing and monitoring activities relevant to the agency's programs. Education may be substituted for experience as determined relevant by the agency.

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