



CLIENT ASSISTANCE PROGRAM ADMINISTRATOR

Individuals assigned to positions in this series perform duties associated with the administration of a program providing information and assistance of a highly specialized nature to a group or groups of individuals identified by one or more handicapping conditions and who may be eligible for benefits and/or assistance through Department of Human Services approved programs. Duties involve the planning, development, and implementation of a statewide client assistance program; providing research and analysis of program changes; designing and implementing a statewide reporting system; and resolving complex complaints referred by field units. Duties may also include receiving inquiries and complaints and researching files, policies, rules, statutes, etc. to collect pertinent data. Communicates with appropriate individuals or organizational representatives to insure complete coordination of problems. Composes and relays responses to inquiries or complaints. Identifies problem areas and advises appropriate personnel. Maintains records and files of past problem areas. Performs special program or project functions. Advises other staff, departments, councils, etc., and provides guidance to other staff. Individuals will be required to maintain data files and records; prepare reports, correspondence, and conduct related communications with public and private entities. Performs other related administrative duties commonly assigned to positions at this level within the classified service.

The levels in this series are based on responsibilities assigned to the positions. The actual level is determined by analysis and evaluation of responsibilities as reflected in provided documentation. Only the elements that distinguish levels of increased complexity, accountability, and/or knowledge, skill, or ability requirements will be considered in assigning grade levels. No specific task or combination of tasks should be construed to mean any one of the specific levels.

MINIMUM QUALIFICATIONS FOR ENTRY TO SERIES:

Requires a bachelor's degree in business or public administration, psychology, special education, social work, nursing, counseling, occupational therapy, physical therapy, child development and family science, communication disorders, severely multiply handicapped, vocational rehabilitation, or sociology; and two years of professional experience in human service programs.

The employing agency, at its discretion, may substitute professional work experience for a formal education requirement. The amount and type of work experience that can be substituted will be defined by the employing agency at the time of recruitment.

CLIENT ASSISTANCE PROGRAM ADMINISTRATOR I

4025

GRADE L

Responsibilities associated with this class consist of duties that may vary depending on circumstances and are accomplished through the use of a variety of procedures, processes, or methods. Decisions involve analysis of the circumstances to determine tasks involved and selection of appropriate procedures, processes, or methods to accomplish the tasks. Guidelines are available within the work area but require some interpretation and/or adaptation for application to specific cases or problems associated with assigned duties. Responsibility for managing the work of others is not required or may be limited in scope or duration. Duties will be planned and accomplished under general guidance and direction and require coordination, policy interpretation, and individual initiative to resolve problems or conflicts that may arise. A specific impact on decisions affecting organizational goals and objectives exists as responsibilities include duties that produce significant portions of decisions made in conjunction with others.

DESIRABLE LEVEL OF KNOWLEDGE, SKILL, AND ABILITY:

Knowledge of the principles, concepts, and methodology needed to perform and/or direct duties associated with the processing of complaints on behalf of elderly and disabled persons and serving as an advocate for older persons eligible under the various assistance programs provided through the Department of Human Services. Requires knowledge, skill, and ability generally acquired and developed through formal education, extensive training, and/or relevant experience in work of an equivalent type and complexity. A high degree of interpersonal skill is required to be able to communicate with, motivate, and/or change behavior of others in the satisfactory performance of duties and responsibilities.

CLIENT ASSISTANCE PROGRAM ADMINISTRATOR II

4026

GRADE N

Responsibilities associated with this class consist of duties that may vary depending on circumstances and are accomplished through the use of a variety of procedures, processes, or methods. Decisions involve analysis of the circumstances to determine tasks involved and selection of appropriate procedures, processes, or methods to accomplish the tasks. Guidelines are available within the work area but require some interpretation and/or adaptation for application to specific cases or problems associated with assigned duties. Responsibility for managing the work of others may be required, however, is limited in scope or duration. Duties will be planned and accomplished under general guidance and direction and require coordination, policy interpretation, and individual initiative to resolve problems or conflicts that may arise. Responsibilities include making final decisions affecting organizational goals and objectives and providing control of the outcome of those decisions.

DESIRABLE LEVEL OF KNOWLEDGE, SKILL, AND ABILITY:

Knowledge of the principles, concepts, and methodology needed to perform and/or direct duties associated with the planning, development and implementation of a statewide client assistance program; reporting procedures; and dealing with the resolution of complaint referrals. Requires knowledge, skill, and ability generally acquired and developed through formal education, extensive training, and/or relevant experience in work of an equivalent type and complexity. A high degree of interpersonal skill is required to be able to communicate with, motivate, and/or change behavior of others in the satisfactory performance of duties and responsibilities.

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