



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 4031
4032
4033
4034
4035
4036

HEALTH/HUMAN SERVICE PROGRAM ADMINISTRATOR

SCOPE OF WORK:

Work involves administering a health or human service program to provide delivery of services to the public. The levels of work are distinguished by the size and scope of the program, staff supervision, budget responsibility, and reporting relationship.

DUTIES PERFORMED AT ALL LEVELS:

- Provide or facilitate services to clients in the assigned program.
- Record, compile, and review information to prepare reports, forms, or other required documents.
- Provide program information and technical assistance to staff, providers, employers, clients, the public, healthcare entities, and other governmental agencies.
- Maintain working knowledge of the program.
- Promote a positive image of the program.
- May assist in processing Requests for Proposals (RFPs) and contracts.
- May provide supervision of staff, clients, program, unit, or claims.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

HEALTH/HUMAN SERVICE PROGRAM ADMINISTRATOR I

4031

GRADE J

LEVEL DEFINITION:

Work at this level involves assisting with the coordination of a program.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None

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ND Class Description
Health/Human Service Program Administrator

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in a field related to the position's program responsibility area. Additional work experience as specified may substitute for the degree requirement on a year-for-year basis. At the time of recruitment, the hiring authority will specify the type of degree and/or work experience and any other qualifications required for the position.

HEALTH/HUMAN SERVICE PROGRAM ADMINISTRATOR II 4032
GRADE K

LEVEL DEFINITION:

Work at this level involves coordinating a program.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Write and oversee grants.
- Prepare educational and resource materials for the assigned program; coordinate and provide training and outreach to a variety of groups.
- Collaborate with multiple agencies and groups involved with the program; serve as liaison for the program.
- Assist with developing program plans, policies, and procedures.
- Serve as technical expert for the program.
- Participate on teams related to the program.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in a field related to the position's program responsibility area and one year of related work experience in a specific health/human service program area. A master's degree in a field related to the position's program responsibility area may substitute for the work experience requirement. Additional work experience as specified may substitute for the degree requirement on a year-for-year basis. At the time of recruitment, the hiring authority will specify the type of degree and/or work experience and any other qualifications required for the position.

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HEALTH/HUMAN SERVICE PROGRAM ADMINISTRATOR III 4033
GRADE L

LEVEL DEFINITION:

Work at this level involves managing a program and typically includes supervising professional-level staff.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Supervise assigned program and staff; provide training to staff.
- Prepare and submit grant applications and all necessary reports.
- Manage program related grants; monitor contracts.
- Develop and implement activities, processes, plans, policies, and procedures for the program.
- Prepare educational and resource materials for the assigned program; coordinate, and provide training and outreach to a variety of groups.
- Research, analyze, and manage program data.
- Assess, monitor, and evaluate services provided by the program.
- Serve as technical expert for the program.
- Collaborate with community partners in the implementation of the program.
- May assist a higher-level administrator with management of a larger program.
- May perform social work or health professional duties.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in a field related to the position's program responsibility area and two years of related work experience in a specific health/human service program area. A master's degree in a field related to the position's program responsibility area may substitute for the work experience requirement. Additional work experience as specified may substitute for the degree requirement on a year-for-year basis. At the time of recruitment, the hiring authority will specify the type of degree and/or work experience and any other qualifications required for the position.

HEALTH/HUMAN SERVICE PROGRAM ADMINISTRATOR IV 4034
GRADE N

LEVEL DEFINITION:

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ND Class Description
Health/Human Service Program Administrator

Work at this level involves managing a program and typically includes developing programs, supervising professional-level staff, and managing a budget.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Plan, develop, implement, administer, and evaluate the program.
- Plan and develop projects and activities related to the program.
- Provide training, education, outreach, advocacy, and consultation to a variety of stakeholders.
- Develop, administer, and monitor the program budget; prepare fiscal records and reports.
- Manage program related contracts, grants, and funds.
- Supervise and train staff.
- Develop and implement processes, policies, and procedures for the program.
- Assess, monitor, and evaluate services provided by the program.
- Ensure program compliance with agency, state, and federal laws, rules, regulations, standards, and requirements.
- Research, analyze, and manage program data and reporting.
- Serve as technical expert for the program.
- Serve as community liaison/contact for the program; collaborate with a variety of stakeholders.
- Represent the agency on committees or taskforces or at meetings.
- May assist a higher-level administrator with management of a larger program.
- May perform social work, counseling, or health professional duties.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in a field related to the position's program responsibility area and three years of related work experience in a specific health/human service program area that involved lead work or supervisory work experience. A master's degree in a field related to the position's program responsibility area may substitute for two years of the work experience requirement. Additional work experience as specified may substitute for the degree requirement on a year-for-year basis. At the time of recruitment, the hiring authority will specify the type of degree and work experience and any other qualifications required for the position.

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HEALTH/HUMAN SERVICE PROGRAM ADMINISTRATOR V 4035
GRADE O

LEVEL DEFINITION:

Work at this level involves directing a program and typically includes developing programs, supervising professional-level staff, and managing a budget.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Plan, develop, implement, administer, manage, supervise, monitor, and evaluate the program.
- Plan, develop, and administer projects, activities, and initiatives related to the program.
- Provide training, education, outreach, advocacy, and consultation to a variety of stakeholders.
- Supervise and train staff.
- Develop, administer, and monitor the program budget; prepare fiscal records and reports; administer grants.
- Develop and implement processes, policies, procedures, rules, and regulations for the program.
- Serve as a member of the division or agency management team; may serve as assistant director.
- Represent the agency on committees or at meetings.
- Serve as community liaison/contact for the program; collaborate with a variety of stakeholders.
- Manage program records, information, data, and reporting.
- May perform social work, counseling, or health professional duties.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in a field related to the position's program responsibility area and four years of related work experience in a specific health/human service program area that involved managing staff and a budget. A master's degree in a field related to the position's program responsibility area may substitute for two years of the work experience requirement. Additional work experience as specified may substitute for the degree requirement on a year-for-year basis. At the time of recruitment, the hiring authority will specify the type of degree and work experience and any other qualifications required for the position.

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ND Class Description
Health/Human Service Program Administrator

HEALTH/HUMAN SERVICE PROGRAM ADMINISTRATOR VI 4036
GRADE P

LEVEL DEFINITION:

Work at this level involves directing a division or serving as a deputy/assistant director of a large division and typically includes developing programs, supervising professional-level staff, and managing a budget.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Direct the division activities and functions; supervise and train staff.
- Plan, develop, implement, administer, manage, supervise, monitor, and evaluate programs and functions within the division.
- Plan, develop, implement, and evaluate plans, goals, objectives, policies, and procedures for the division.
- Develop, administer, and monitor the division budget; negotiate contracts; prepare fiscal records and reports.
- Provide oversight of large division projects.
- Oversee grant activities within the division.
- Prepare, coordinate, and/or issue RFPs and contracts.
- Research and draft proposed rules and legislation; provide testimony at legislative committees and hearings.
- Communicate and coordinate with local, state, and federal agencies; serve as liaison to stakeholders.
- Represent the division at local, state, and national meetings and conferences.
- Communicate with the press.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in a field related to the position's program responsibility area and five years of related work experience in a specific health/human service program area that involved managing staff and a budget. A master's degree in a field related to the position's program responsibility area may substitute for two years of the work experience requirement. Additional work experience as specified may substitute for the degree requirement on a year-for-year basis. At the time of recruitment, the hiring authority will specify the type of degree and work experience and any other qualifications required for the position.

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Eff. Date: 6/11 – Updated Human Service Program Administrator (HSPA) series
Rev: 7/12 – Conversion to Hay System