



Job Description

Position Title: Program Specialist

Non-exempt

Reports to Planning Supervisor

8-hour day Monday-Friday

\$63,360- \$88,456 per year (14-step plan)

Robust public benefit plan

Supervisory Responsibilities: None

SUMMARY:

This position will help plan for and assist to build the service delivery network of the new WA CARES benefit and perform outreach to communities and service delivery vendors on WA CARES. This position will advocate for comprehensive service delivery systems, convene events and forums on the WA CARES benefit. This position will perform professional level monitoring of contractors to ensure quality program services and fiscal compliance with home care agencies and other community based long term services and supports contractors.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The Program Specialist is an advanced level professional class. This position requires the ability to perform outreach and plan for service delivery readiness, systems development. This position requires a level of risk management with monitoring that includes clinical knowledge, ability to assess risk and involves on-site and/or in person monitoring, review of service delivery charting, review of clinical practice compared to program requirements. The work of this position requires the ability to ascertain health and safety of clients, ability to prepare program evaluation reports, contract documents and other complex written material. Judgment is required to make recommendations based on the collection, analysis and interpretation of statistics, financial data and other program proposals and funding sources which meet those needs. Guidelines exist in the form of funding sources requirements and Federal, State, and local laws and regulation; however, these resources do not cover all program development situations requiring the position to develop solutions to client service needs problems.

The position requires significant interaction with contractors or potential contractors providing technical assistance, coordination and advocacy efforts and negotiations for contract provisions and troubleshooting problems.

This position requires significant interaction with community providers of other social and health services, the WA CARES team with Department of Social and Health Services, other Area Agencies on Aging around the state and other contracted social and service delivery systems and the inter/intra department work groups and ALTC contract team.

ESSENTIAL FUNCTIONS:

- Work with state-wide workgroups to help develop scope of work for contracts, develop network adequacy standards, and monitoring guidelines and works with the ALTC team to help establish an adequate network of contracted providers.
- Build, strengthen and expand relationships with potential and current contract providers.
- Work with the contract procurement team to assess qualifications of contractors, establish contracts and orient new contractors to service delivery expectations and guidelines.
- Develop outreach plans to inform potential users of the WA CARES and potential contractors about the benefit and provides presentations to potential consumers and contractors on WA CARES.
- Performs on-site, in person and some desk/fiscal monitoring of ALTC contracted vendors or sub-recipients to ensure appropriate and adequate documentation exists for expenditures. Prepares reports on results and participates with ALTC Management to develop recommendations and to evaluate corrective action plans.

- Performs on-site, in-person and desk program monitoring activities of ALTC contracted vendors or sub-recipients to ensure programs are following Federal and State regulations and Program Standards. Prepares reports on results and participates with ALTC Management to develop recommendations and to evaluate corrective action plans.
- Troubleshoot program and fiscal issues with contractors as they arise and assist contractors to develop and follow corrective action to ensure compliance with State and Federal requirements. Work with contractors on internal controls and quality program service to clients.
- Interprets federal, state, Area Agency on Aging and ALTC policies to ensure fiscal and programmatic compliance with all requirements applicable to contracted programs. Tailors reporting to comply with individual program requirements.
- Write reports, develop presentations, and keep leadership informed.
- Perform risk assessments to determine level of monitoring of contractors.
- This position requires some clinical monitoring review of notations, services, and appropriateness of service outcome for client services.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Skill in interpreting and applying provisions of new or revised laws, rules, and regulations.
- Effective oral and written communication skills.
- Skill in developing excel spread sheets, power points and competency with MS programs.
- Establish effective professional working relationships with internal and external customers.
- Work effectively with colleagues and other customers by practicing punctuality, respect for deadlines, collaborative problem solving, empathy and honest communication.
- Ability to work within a diverse team that includes management, other administrative positions, contractors, and direct services staff.
- Ability to exercise the values of SE WA ALTC and align with the mission and purpose of the organization.
- Ability to build trusting relationship by acting with integrity, courtesy, and responsibility, even in the face of stressful situations.
- Ability to think critically and analyze information.
- Ability to interface with contractors providing constructive and appropriate feedback.
- Ability to create and meet monitoring deadlines and other metrics.
- Ability to be detail oriented, self-directed, and organized.

Minimum Qualifications:

- Bachelor's degree in psychology or other social sciences or public administration, planning or related field.
- Two years monitoring programs and/or services, or two years of professional social services clinical work, or two years of social service planning experience or a combination of two years of clinical, planning and monitoring experience.
- General computer knowledge required.
- Specialized training and expertise in Excel and Word required.
- Clinical Social Service experience preferred.
- Bilingual English/Spanish preferred
- Experience in monitoring or program planning in governmental or nonprofit social service preferred.
- Experience working with contractors is preferred.
- Valid State Driver's License required and proof of insurance, if requested.
- Employment offers are contingent upon successful completion of a criminal background check.

Working Conditions and Physical Effort:

- Duties are performed in an office/and or meeting setting and requires standing, sitting, handling, reclining, climbing, balancing, kneeling, crouching, crawling, fingering, feeling, talking, hearing, smelling, visual acuity, and

repetitive motions.

- This position is primarily sedentary work, which involves sitting, most of the time. Walking and standing are required only occasionally, and all other sedentary criteria are met.
- While performing contracting work or clinical outreach work, the employee travels by automobile and is exposed to changing weather conditions.
- A portion of the work is in a typical interior/office work environment.
- Specific vision abilities required by this job include close vision and the ability to adjust focus. Repetitive motions to operate computer equipment while typing on keyboard and viewing computer screen.
- Requires being to work in a timely fashion, able to respond to public with good customer service skills, ability to exercise good judgment as it relates to communicating with contractors, co-workers and following rules and regulations.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Southeast Washington Aging & Long Term Care is an equal employment opportunity employer.

SE WA ALTC ensures equal employment opportunities regardless of a person's gender, race, national origin, religion, age, disability, marital status, creed, political belief, sexual orientation, veteran's status, or any other protected status under federal or state statute. Disabled applicants may request accommodation to participate in the job application and/or selection process for employment. In compliance with the Immigration Reform and Control Act of 1986, SE WA ALTC will only hire United States citizens and aliens lawfully authorized to work in the United States.

Date: April 5, 2024

The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.