

Position Title:

Program Analyst/Planner-(Monitoring & Compliance)

Classification: Exempt

Salary Grade/Level: Pay grade: 09-Salary \$35,568

Reports to: Program Coordinator

Board Approval Date: **December 14, 2017**

Summary/Objective: Under the supervision of the Program Coordinator, conducts monitoring and compliance of service delivery and program operations, designs systems and procedures, conducts work simplifications and measurement studies, and prepares operations and procedures manuals to assist management in operating more efficiently and effectively.

Essential Functions Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ◆ Monitors agency operations to ensure efficient and effective service delivery while staying within budgetary limits.
- ◆ Serves as leader of the Monitoring & Compliance Team.
- ◆ Serves on Grant Writing Team.
- ◆ Completes and submits written monitoring and compliance reports to the Executive Director on the agency's service delivery, program operations, and accomplishment of outcomes/reports.
- ◆ Coordinates, monitors, and documents agency compliance with CSBG Organizational Standards and make periodic reports to the Executive Director on progress.
- ◆ Monitor and document progress in meeting implementation strategies and benchmarks outlined in Strategic Plan.
- ◆ Coordinates special projects related to achieving the agency mission and enhancing organizational effectiveness.
- ◆ Assists in pursuing Agency recognition at the Local, State, Regional and National levels in community action for goals achieved under the 3 National ROMA Goals.
- ◆ Analyzes data gathered and develops solutions or alternative methods of proceeding, in support of goals and results delineated in the Agency's strategic plan.
- ◆ Reviews forms and reports, and confers with management and users about format, distribution and purpose, and to identify problems and improvements, for efficiency and effectiveness.
- ◆ Interviews personnel and conduct on-site observations to ascertain unit functions, work performed and methods, equipment and personnel used to achieve the results.
- ◆ Documents findings of study and prepare recommendations for implementation of new systems, procedures or organizational changes, to enhance achievement of goals and results.
- ◆ Prepares manuals, policies and procedures and trains workers how to use them, according to organizational policy, to achieve results.

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- ◆ Plans procedures for execution, for such matters as organizational change, communications, information flow, integrated production methods, inventory control or cost analysis, to enhance achievement of goals.
- ◆ Supports Family & Community Service Manager with operations of the office on an as needed basis.
- ◆ Implements and coordinates activities of program plans and carries out objectives of program plans as delineated in the Agency's strategic plan and National ROMA goals 1 through 3.
- ◆ Evaluates current procedures, practices and precedents for accomplishing office activities and functions to achieve results.
- ◆ Coordinates office activities with interrelated activities of other offices for optimum efficiency and effectiveness.
- ◆ Coordinates the delivery of program services as delineated in the Agency's strategic plan and National ROMA goals 1 through 3.
- ◆ Mobilizes businesses and community resources to increase client accessibility, in support of the Agency's strategic plan and National ROMA goals 1 through 3.
- ◆ Ensures that client eligibility is based on Program guidelines.
- ◆ Prepares weekly, monthly and other reports, to upper management, necessary for the operation of the program services as delineated in the Agency's strategic plan and National ROMA goals 1 through 3.
- ◆ Serves as a liaison with other case managers within the community to enhance completion of the participants' individual training and service plan and the contract of participation for employment, employment support and asset related outcomes.
- ◆ Develops and/or implements individual program strategies based on work-plan procedures to assist participants to achieve measurable outcomes.
- ◆ Assists with developing working budgets and work plans with each program component.
- ◆ Makes assignments to and is responsible for the supervision of assigned staff.
- ◆ Interprets and disseminates policy, procedures, and operational directives to staff and evaluates employee performance based upon the Agency's strategic plan and National ROMA goals 1 through 3.
- ◆ Performs other related job duties as may be assigned.

Competencies:

1. Decision Making.
2. Collaboration Skills.
3. Results Driven.
4. Communication Proficiency.
5. Technical Capacity.
6. Teamwork Orientation.
7. Thoroughness.
8. Flexibility.
9. Case Management knowledge

Supervisory Responsibility: This position has supervisory responsibilities.

Work Environment: This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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Physical Demands: While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type and Expected Hours of Work: This is a full-time position, and hours of work and days are Monday through Friday, 8:00 a.m. to 5:00 p.m. Occasional evening and weekend work may be required as job duties demand.

Travel: Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

Required Education and Experience: Applicant must possess a Degree in Social Science, Sociology, Psychology or Business Administration, with a minimum of five (5) years work experience in Social Services or an acceptable combination of education and work experience. The applicant must be proficient in the various computer software applications. Have a working knowledge of business office equipment. Have some knowledge in technical writing and interviewing skills, have some public speaking experience and be able to demonstrate their abilities for critical thinking.

Preferred Education and Experience: (Same as above)

Additional Eligibility Qualifications:

- ◆ Must be able to function independently and have flexibility, personal integrity and the ability to work effectively with staff and support agencies.
- ◆ Must possess the ability to make independent decisions when circumstances warrant such action.

Work Authorization/Security Clearance: Has to successfully pass a criminal, employment, education and drug screening background checks.

AAP/EEO Statement: NFCAA is an equal opportunity employer and does not condone any form of discrimination, including harassment, with regard to recruiting, advertising, hiring, placement, promotion, transfer, compensation benefits, disciplinary action, termination, and all other privileges, terms and conditions of employment.

Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures:

This job description has been approved by all levels of management:

Manager_____

HR_____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____