

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**HEALTH SERVICES PROGRAM MANAGER**

Effective Date: 9/27/2022

**CLASS SUMMARY:**

Under general direction, directs, manages, and supervised the administration and activities of contracted and/or county-operated public health and/or behavioral health service delivery program(s) that serve one or more populations within the County; collaborates with community agencies and organizations; assists in developing, implementing and evaluating policies and procedures related to program activities; provides staff support to higher level management and serves as a member of the division's management/supervisory team.

Employees manage the indirect delivery of a wide variety of public health and behavioral health services and programs through County staff and/or contracted service providers; and may coordinate, consult, advocate and advise others in assigned areas.

Employees have the organizational, legal, financial, and insurance knowledge that clears the way for licensed professionals (e.g., doctors, nurses, social workers), educators, and other healthcare professionals, contractors, and providers to do their jobs efficiently, effectively, and within the auspices of healthcare policy and law.

While specific duties will vary depending on assignment, the focus is management oversight responsibilities for health program service delivery and continuity of services; compliance with professional standards, contracts, and grants; and cultivating interdisciplinary care delivery to achieve continuous and optimal client service and to ensure service quality and financial viability.

**DISTINGUISHING CHARACTERISTICS:**

This class is distinguished from the:

- **Health Services Program Manager (Senior)** class, which is primarily responsible for managing, supervising, and coordinating, through subordinate managers and supervisors, the administrative functions of the largest and most complex, multiple-component healthcare programs or groups of related programs. These programs have numerous funding sources and reporting requirements, policy formulation, and broad scope of community service delivery.
- **Health Services Clinic Manager series**, which are responsible for the administration and operations of primary care/outpatient clinic.
- **Mental Health Services Manager series**, which are responsible for the ongoing management responsibility of one or more mental health clinics and associated licensed professionals, educators, and other mental health professionals, contractors, and service providers.

**SUPERVISION RECEIVED AND EXERCISED:**

- Supervision is provided by a Health Services Program Manager (Senior), Health Services Clinic Manager (Senior), Health Services Administrator level class.
- Employees in this class, depending on the assignment, supervise medical, professional, management, supervisory, and technical and administrative support staff. They may also provide administrative oversight for licensed medical contractors and service providers.

**ESSENTIAL DUTIES:** This class specification represents the core area of responsibilities; specific position assignments will vary depending on department needs.

- Exercises management authority for assigned services and activities to improve efficiency and high standards of service delivery and performs managerial responsibilities such as:
  - developing and administering operational and/or program objectives, activities, staffing utilization, and funding allotments;
  - recommending and implementing new policies and procedures to eliminate or reduce barriers to efficient and effective service delivery;
  - monitoring and evaluating the effectiveness of plans, goals and objectives of the public health and/or behavioral health program(s); and taking corrective actions as appropriate;
  - preparing and administering assigned budget(s) including grant funds, contracted services budgets, and federal and state funding; approving non-routine expenditures; monitoring purchases and expenditures; reviewing and approving payment claims for contractual services; and providing input to the department's budget;
  - coordinating and monitoring the work of technical support consultants, medical contractors and service providers; conferring with funding sources and licensing bodies representatives; ensuring compliance with applicable laws, regulations, and contracts; reviewing and approving claims for payments to ensure conformance with contract provisions;
  - determining internal program organizational structures; conferring with, and making recommendations to, management team with respect to complex employee relations matters and public contact issues that may have significant administrative and/or legal consequences;
  - developing and writing grant applications and program proposals to obtain funding; negotiating with service providers regarding procedures, costs, and other contractual matters and methods, evaluation and budgets;
  - coordinating, collaborating and consulting with other public and private health care providers, community-based organizations, service providers, County departments, federal, state, tribal, and private funding sources regarding the objectives, priorities, procedures and standards of programs and services required to meet target population needs; and
  - gathering and analyzing information to determine new and ongoing program needs; analyzing and interpreting laws, regulations, policies and procedures governing assigned program operations; evaluating impact of proposed legislative and regulatory changes; assisting in developing County policies to effect changes in program operations.
- Performs supervisory duties to licensed professionals, paraprofessionals, program staff, and technical and administrative support staff directly and through subordinate managers and supervisors by:
  - establishing standards for acceptable work products; evaluating performance; and recognizing employees' work efforts and accomplishments;
  - recruiting, selecting, assigning and reviewing work performed and deliverables; ensuring proper training and career development opportunities and mentoring; and recommending training and career development opportunities;
  - planning and scheduling staff's work activities and deadlines; reviewing and approving timesheets and requests for leave;
  - reviewing, approving, and implementing disciplinary actions and terminations;

- organizing and participating in training and in-service education for contractors, providers, and staff, and
- supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.
- Represents the program, service, and/or department in community outreach efforts and public awareness activities by:
  - developing and maintaining collaborative partnerships with community leaders; local, tribal, regional, and statewide organizations; task forces; planning bodies; non-profit agencies; local businesses; and other county departments to develop, implement, and promote programs and projects consistent with the Department's goals, services, and priorities;
  - providing leadership, advocacy and coalition-building on behalf of targeted groups and to reduce barriers to service delivery;
  - speaking to officials, groups and individuals regarding and departmental activities and services;
  - participating as an active and contributing member of designated community organizations, committees/project teams, and special interest work groups.
- Maintains and promotes compliance through best practices with State and federal laws, regulations (e.g., Health Resources and Services Administration, California Department of Health Care Services, etc.) and funding sources pertaining to the practice of medicine, public health, and behavioral health.
- Processes referrals for services; assigns cases and monitors work quality; facilitates case reviews and staff meetings; meets with County and other supervisory staff to discuss clinic and program needs.
- Participates in professional group meetings, committees, and boards; remains current on trends and regulations in the field; maintains current on community resources and programs in order to provide information and referral to clients.
- A Health Services Program Manager position may be assigned as the County's Director of Health Education under the State of California's Title 17.
- Performs other duties of a similar nature or level as assigned.

#### **EDUCATION AND EXPERIENCE:**

**Education:** Bachelor's degree from an accredited college or university in hospital or health care administration, public health administration, or a related health administration field or in a management field such as public administration or business administration;

A Master's degree in public or community health education may be required if position is assigned as the County's Director of Health Education under the State of California's Title 17

#### **AND**

**Experience:** Three years of experience in a health or public health clinic/program of which one year was in a coordinating and/or supervising function or an equivalent capacity.

#### **LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:**

- Depending on assignment, employees in this class may be required to possess a valid certification as a Registered Dietitian or Registered Dietitian Nutritionist issued by the

Commission on Dietetic Registration or otherwise satisfy the competent professional authority criteria of WIC program regulations (7 CFR 246); a valid Registered Nursing License issued by the California State Board of Registered Nursing or a certificate in Public Health Nursing or registration as an Occupational Therapist with the American Occupational Therapy Association.

- Possession of, or ability to, obtain a valid Class C California driver's license may be required.

**Note:** All licenses, certifications and registrations must be kept current while employed in this class. This may include completing continuing education units to maintain the required registration in good standing. Employees must keep their licenses, certifications and/or registrations current and failure to do so may constitute cause for personnel action in accordance with the applicable bargaining agreement.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

#### **Knowledge of:**

- Principles, regulatory mandates, and practices of primary health, public/community health, clinic services, and social services administration; management practices and procedures for planning, organizing, and managing public health and behavioral programs, and related services; goals and program limitations within the specific assignments; and legal requirements affecting service delivery and operations.
- Health Resources and Services Administration (HRSA), California Department of Health Care Services, Federally Qualified Health Centers (FQHC) legal regulations and administrative requirements, and related laws and resources.
- Medical terminology and healthcare technology.
- Current primary health care and public health and behavioral health care issues, trends, laws, regulations, insurance and billing practices; funding sources; and administrative requirements that impact service/care delivery; current trends in research, education and related services.
- Program management including strategic planning, development, implementation, partnering, and evaluation.
- Social, economic, cultural, and community dynamics impacting service delivery to underserved communities; and challenges, problems and behaviors of target populations and clients.
- Techniques used to establish and maintain effective communications with target populations and clients.
- Principles and procedures to prepare and monitor budgets including grants, contracted services, and federal and State funding.
- Principles and practices of tactical operations, supervision, leadership, motivation, teambuilding, organization, training, career development, change management, and conflict resolution; performance evaluation and discipline processes applicable to the public sector; staffing requirements for the assigned program(s).
- Techniques of contract negotiations and monitoring.
- Case review practices and techniques.
- Services provided by Solano and other surrounding counties.
- Record maintenance and case management practices.

#### **Skill and/or Ability to:**

- Plan, organize, direct, supervise, and evaluate the daily operations of a public health and/or behavioral health program(s), and ancillary medical and social services to ensure high quality and timeliness of service delivery.

- Collect and analyze operational and financial data to establish/identify needs and changes in program(s) practices and procedures; evaluate service delivery program effectiveness; develop, implement, and evaluate goals and objectives for assigned work units or projects; interpret administrative direction for incorporation into operational policy and procedures.
- Plan, assign, supervise, review and evaluate the work of medical, professional, technical, and administrative support staff; secure cooperation and team work; organize and prioritize work assignments and operations; effectively delegate responsibility and authority to others; determine and evaluate achievement and performance levels; train and develop staff; organize and manage workloads to balance available resources; and maintain equitable levels of work among staff.
- Develop and manage program(s) budget and associate fiscal documents.
- Interpret, apply, and comply with complex County, State and federal laws, regulations, policies and guidelines, professional practices, and technical reference materials governing Federally Qualified Health Centers and program operations and administration.
- Deal firmly and fairly with targeted populations and clients from various socio-economic backgrounds and temperaments.
- Maintain accurate records and document actions taken; prepare narrative and statistical reports.
- Establish and maintain positive and harmonious working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing. prepare narrative and statistical reports

**PHYSICAL REQUIREMENTS:**

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, occasional standing, occasional walking, pushing, pulling, fingering, grasping, feeling (i.e., sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer screen, read, etc. Positions in this class require employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction and to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

**WORKING CONDITIONS:**

- **Office Work:** Employees in this class will, most often, be working in an office setting.
- **Work in a Medical/Dental Clinic Facility:** Employees in this class may be working in a medical or dental facility and will be subject to exposure to chemicals, toxic agents, blood and other bodily fluids, and communicable diseases. There may also be occasional exposure to extreme temperatures, inadequate lighting, and work space that restricts movement.
- **Traffic Hazards:** Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.

**OTHER REQUIREMENTS:**

- **Background Checks:** The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any city/county where the applicant has lived, worked, or gone to school.
- **Independent Travel:** Employees may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other county employees, to attend meetings with community organizations, etc.
- **Work Hours:** Employees may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- **Child Abuse Reporting:** Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Sections 11165.7 and 11166 of the California Penal Code relating to child abuse reporting.
- **Elder Abuse Reporting:** Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 15630 of the California Welfare and Institutions Code relating to elder abuse reporting.

**CLASS HISTORY AND CLASS INFORMATION:**

*Debbie Vaughn*

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**Director of Human Resources**

- Date Approved by the Director of Human Resources: September 2, 2022
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: September 27, 2022
- Date(s) Revised:
- Date(s) Retitled and Previous Titles of the Class: February 2003 from Health and Social Services Manager (Senior); September 27, 2022 from Health Services Manager
- Class Code: 137310