

DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	3.372
STATE OF HAWAII	3.373
.....	3.374
	3.375

Class Specification
for the

PROGRAM SPECIALIST III, IV, V, and VI

Series Definition:

Positions in this series perform and/or supervise professional work in planning, developing, coordinating, monitoring and evaluating programs, operations and activities in support of an agency's program.

The work of positions in this series involves conducting studies, research, and analyses to identify needs or recommend solutions to problems; developing program plans, policies and procedures, rules and regulations, for the monitoring and maintenance of current programs or establishment of new programs and services; or providing advisory services, training, serving as liaison or resource to community organizations or others concerned with the agency's programs and activities for the implementation of new or revised programs or functions. Positions may also perform other related administrative or staff support duties, such as managing grants, developing contracts, writing legislative testimony, as required, in support of the agency's program.

Positions in this series are required to have knowledge of program planning and evaluation; effective work organization and staff utilization; and research and report writing methods and techniques. Positions are also required to have knowledge and understanding of agency-specific programs and activities, operations and processes, goals and objectives, issues and concerns, policies and procedures, rules and regulations; and related State and federal programs, and community resources.

Excluded from this series are positions which involve professional work identified with other occupations by the nature of the paramount qualification requirements and/or in which the primary emphasis of the work requires knowledge in a specific or specialized occupational field such as engineering, social work, budget evaluation and analysis, management and organizational analysis, etc. Such positions should be classified in the appropriate specialized series.

Level Distinctions:

Classes in this series are distinguished from each other by differences in:

1. The complexity of work in terms of the nature, variety, and difficulty of work assignments; scope and level of responsibility; and the impact of the work on others or on program operations;
2. The breadth of knowledge and abilities required to plan, develop, implement and evaluate programs, operations, plans and/or services;
3. The nature and extent of supervisory control exercised over the work performed which affect the scope of work and the nature and finality of recommendations and/or decisions; and
4. The nature and degree of supervision exercised over subordinate positions, and the scope of supervisory actions performed which is conditioned by the organizational setting, by delegation of authority from above, and the difficulty of work, variety of functions, and complexity and size of the organization supervised.

CLASS DISTINCTIONS

PROGRAM SPECIALIST III

3.372

Positions in this class assist a higher level specialist(s) by performing assignments of limited scope and complexity. Such assignments include, but are not limited to, conducting studies and analyses of projects of limited scope, or segments of larger studies or projects; participating in the monitoring or review of program operations for the purpose of assisting in program evaluation or quality assurance activities; or participating in technical consultation activities by explaining State and federal laws, agency rules and regulations to staff in the operating program(s).

Positions may also participate in one or more administrative and staff support activities such as budget formulation, grants or contracts management, staff development, development of legislation, provision of advisory services to line staff and others on new or revised techniques, processes and procedures, policy interpretation, etc.

Work is performed independently, under the general supervision of a higher level specialist or program supervisor. Completed work is in the form of recommendations and is reviewed for consistency with State and federal requirements. Difficult,

unprecedented and controversial issues are referred to the supervisor for discussion and guidance. Positions may also perform work of the next higher level under closer supervision and direction.

PROGRAM SPECIALIST IV

3.373

Positions at this level perform the full range of program planning and development activities, in support of an agency's program. The work of positions in this class range from assignments of moderate complexity, such as the routine review of program operations to insure that program objectives are being met, to the highly complex assignments of the next higher level. However, the primary work of positions in this class regularly involves complex assignments such as the development of new policies or standards that impact the agency and the interrelationships of its programs, and the development of comprehensive reports of findings and conclusions. Some positions may supervise lower level program specialists and/or other workers.

At this level, positions are usually responsible for one or more administrative and staff support activities such as budget formulation, grants or contracts management, staff development, development of legislation, provision of advisory services to line staff and others on new or revised techniques, processes and procedures, policy interpretation, etc.

Work is performed independently, under general supervision of a higher level specialist or program supervisor. Completed work products that may serve as precedents are given closer supervisory review. The specialist is responsible for seeking supervisory guidance as needed.

PROGRAM SPECIALIST V

3.374

Positions at this level are typically reflective of three general types:

- 1) A program specialist that supervises a staff of program specialists performing program planning and development work, and in addition, may participate in the performance of various program planning and development activities in support of an agency's program;
- 2) A program specialist located at the departmental or division level, with responsibility for all of the program planning, development, and implementation activities for one or more major components of the agency's overall program. Such responsibility has a major impact on the program's operations and services and includes, but is not limited to, being cognizant of changes to State and

federal laws, legislation, policies, etc.; evaluating their impact on program goals and priorities, and resolving any issues or problems; anticipating and determining the need and making recommendations for review and development of new or revised plans, goals and objectives; ensuring that the coordination and implementation of new or revised program plans, policies, functions, work processes, etc., are properly and efficiently executed; and providing advice and consultation to managers, supervisors and others. Technical determinations are not normally questioned and the specialist is given considerable authority to coordinate work activities with federal and other State and private agencies in the planning and development of new or improved plans, policies, standards, operations, etc.;

- 3) A program specialist located at the departmental or division level, performing the most complex, extensive, and intensive program development, implementation, and evaluation assignments. The intensity of the agency's program is such that it requires the constant development of new or revised programs and plans, policies and standards, etc., to meet constantly changing federal requirements, legislative mandates, or consumer needs. The assignments are highly developmental, and involve solving unprecedented issues or controversial problems, or developing new concepts or methodologies that impact the entire agency's operations, goals and objectives, or provision of services. Considerable resourcefulness and creativity are required in the development of new programs and services, and recommendations carry considerable weight.

PROGRAM SPECIALIST VI

3.375

Positions at this level are supervisors of program development and/or evaluation services of such size and scope as to require a staff of program specialists with at least one specialist performing work comparable to the Program Specialist V level, and which may include subordinate supervisors.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed. The scope and level of complexity of assigned duties are commensurate with the scope and level of complexity of work reflected in each class.)*

1. Conducts studies and analyses of programs, their operations and activities.
2. Researches changes in State and federal laws, rules and regulations, community concerns, etc.

3. Develops and interprets new, or revises existing program policies and procedures, rules and regulations, program standards, etc.
4. Serves as liaison and provides consultation to various committees, agencies and community groups and organizations concerned with the agency's program.
5. Assists in locating funds and other resources available from State, federal, County and private agencies which can be used to support program activities and functions.
6. Develops and monitors contracts and grants.
7. Monitors and evaluates program operations and activities to insure program objectives, and State and Federal requirements are being met.
8. Develops and implements corrective action plans to address program deficiencies.
9. Develops training programs to implement new or revised program policies, procedures, activities, functions, etc.
10. Assists in the preparation of the agency's State plan.
11. Develops legislative proposals and testimonies.
12. Speaks before groups to promote or provide information, or coordinate program activities and objectives.
13. Assists in the development and justification of budget requests.
14. Provides technical assistance, consultation, and interpretation of the program rules and procedures to agency staff, other public, private, and community agencies.
15. Develops and coordinates implementation plans for specific program areas.
16. Researches advancements in the field, develops new methodologies and interprets new concepts to enhance agency programs and services.
17. Provides and arranges for the orientation of new employees.
18. Determines need, conducts and/or provides opportunities for staff training and development.

19. Discusses with and/or counsels employees on their work performance.
20. Directs and assists subordinate supervisors in assigning work to staff in consideration of specific job requests, areas of expertise, workload and other conditions to ensure timely completion of projects and fulfillment of agency objectives.
21. Takes appropriate action on personnel matters, such as promotions, transfers, leaves, disciplinary actions and grievances.

COMPETENCIES REQUIRED: *(The competencies required to effectively perform the key duties of these classes are indicated in the following table. The degree of each competency required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in each class.)*

“P” indicates a prerequisite competency that must be brought to the job.

“A” indicates a competency that is required for full performance that may be acquired on the job, within the probationary period.

COMPETENCIES	CLASS TITLE			
	III	IV	V	VI
READING: Understand and interpret complex written material, including laws, rules, regulations and policies.	P	P	P	P
WRITING: Use correct English grammar, punctuation and spelling; communicate information in a succinct and organized manner; produce written information that is appropriate for the intended audience.	P	P	P	P
ORAL COMMUNICATION: Express information to individuals and groups effectively, taking into account the audience and nature of the information.	P	P	P	P
DECISION MAKING: Make sound, well-informed and objective decisions; perceive the impact and implications of decisions.	P	P	P	P
PROBLEM SOLVING: Identify problems; analyze problems logically and systematically; determine accuracy and relevance of information; use sound judgment to generate and evaluate alternatives and to make recommendations.	P	P	P	P
REASONING: Identify rules, principles or relationships that explain facts, data or other information; analyze information, make correct inferences and draw accurate conclusions.	P	P	P	P

CREATIVE THINKING: Use imagination to develop new insights into situations and apply innovative solutions to problems; design new methods where established methods and procedures are inapplicable or are unavailable.	P	P	P	P
INFORMATION MANAGEMENT: Identify a need for and gather information from appropriate sources; organize information to facilitate analysis and decision making.	P	P	P	P
INTERPERSONAL SKILLS: Deal effectively with others; establish and maintain effective working relationships with others; treat others with courtesy and tact.	P	P	P	P
TECHNICAL COMPETENCE: Understand and apply pertinent principles, practices, methods and techniques related to program planning, developing, monitoring, or evaluating; or related to performing specified program operations, functions, and activities.	A	P	P	P
ORGANIZATIONAL AWARENESS: Understand and apply pertinent laws, rules, policies and procedures.	A	A	A	A
SUPERVISORY SKILLS: Plan, assign, direct, and evaluate the work of others; provide counseling and discipline as necessary.	N/A	*	*	P

*Required (P) for positions with supervisory responsibility.

MINIMUM QUALIFICATION REQUIREMENTS

Basic Education Requirement:

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under General or Specialized Experience, below, or any other responsible administrative, professional or analytical work experience which provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown in the following table, or any equivalent combination of training and experience:

Class Title	General Experience (Yrs)	Specialized Experience (Yrs)	Supervisory Experience (Yrs)	Total Experience (Yrs)
Program Specialist III	1-1/2	0	0	1-1/2
Program Specialist IV	1-1/2	1	*	2-1/2
Program Specialist V	1-1/2	2	*	3-1/2
Program Specialist VI	1-1/2	2	1	4-1/2

General Experience: Progressively responsible professional work experience which required a high degree of analytical skill. Such experience must have involved gathering, evaluating and analyzing facts and other pertinent information required to resolve problems and/or to determine and recommend appropriate courses of action. Such experience must have also demonstrated the ability to elicit information orally and in writing; read, comprehend, interpret and evaluate technical subjects, analyses or proposals; and apply problem-solving methods and techniques, such as defining and analyzing problems, identifying alternative courses of action, using judgment in determining appropriate alternatives; and prepare clear and concise written reports and recommendations for action.

Specialized Experience: Progressively responsible professional experience in one or a combination of the following:

1. Program Specialist Experience: Professional work experience in any field which involved work such as monitoring, evaluating, or conducting studies and analyses of programs or projects to make recommendations for the development or revision of standards, policies, procedures, or techniques; gathering and analyzing data to determine conformance with standards and requirements and recommending improvements or developing

training materials; giving technical advice and direction pertaining to program standards, requirements, or techniques.

2. Program Experience: Professional experience in a *pertinent field/program area*** related to the agency's/program's role, function, operations, and/or program activities which provided knowledge of principles and practices, current issues and concerns of the identified field/program area and State and federal agencies, community, resources and services that interact with and have an impact on the agency's programs and activities.

** Departments that wish to consider applicants with Type 1 and/or Type 2 Specialized Experience must submit HRD 279, Request for Selective Certification Requirements – Program Specialist IV, V, and VI. If HRD 279 is not submitted, only applicants with Type 1 Specialized Experience will be considered.

For the classes Program Specialist V and VI, applicants must possess experience independently performing the full range of program planning, development, and evaluation activities in a program related to the agency's program or program activities comparable to the Program Specialist IV level in the State service.

Supervisory Experience: Supervisory work experience which included: 1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance, and disciplining them when necessary.

* Supervisory Aptitude: For some positions in the classes, Program Specialist IV and V, applicants must possess supervisory aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects; by serving as a group or team leader, or in similar work in which opportunities for demonstrating supervisory capabilities exist; by the completion of training courses in supervision accompanied by application of supervisory skills in work assignments; or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Substitutions Allowed:

1. Possession of a master's degree from an accredited college or university may be substituted for one (1) year of the General Experience.

2. Excess Specialized Experience may be substituted for the General Experience on a year-for-year basis.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

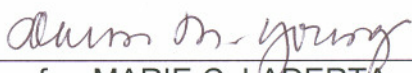
Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the specification for the PROGRAM SPECIALIST SERIES which was approved on November 16, 2003.

Date Approved: 6/2/08



for MARIE C. LADERTA
Director of Human Resources Development