

DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	17.550
STATE OF HAWAII	17.551
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Specification for the Classes:

- SELF-SUFFICIENCY & SUPPORT SERVICES MANAGER
(SELF-SUFF/SUPP SVCS MGR)
- SELF-SUFFICIENCY & SUPPORT SERVICES ASSISTANT ADMINISTRATOR
(SELF-SUFF/SUPP SVCS ASST ADMR)
- SELF-SUFFICIENCY & SUPPORT SERVICES ADMINISTRATOR
(SELF-SUFF/SUPP SVCS ADMR)

SERIES DEFINITION

These classes manage or administer programs (e.g., Supplemental Nutrition Assistance Program, Employment and Training Programs) and grants (e.g., Temporary Assistance to Needy Families, Child Care Development, Low Income Home Energy Assistance) that provide assistance and support services (such as job placement and opportunities; education, skill building, job training and volunteer work experience; counseling and referral services; child care subsidies and economic assistance) to help people throughout the State achieve and maintain self-sufficiency.

SELF-SUFFICIENCY & SUPPORT SERVICES MANAGER

Manages the provision of self-sufficiency support services and economic assistance of an extensively organized branch through two or more levels of 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 that are not listed.)*

1. Provides leadership, and plans, organizes, manages, directs and coordinates the activities of an extensively organized branch.
2. Develops and issues branch policies and procedures to supplement statewide program policies and procedures in order to meet the unique needs of the branch organization as well as the community it serves.
3. Prepares and issues directives to staff.
4. Prepares and issues informational memos to keep staff fully informed of community, department, division and branch developments and resources as these affect operations.

5. Assesses the impact of newly proposed programs and policies and procedures on branch operations, submitting comments, suggestions and recommendations to the division administrator.
6. Establishes regular and systematic report reviews to ensure compliance with policies, rules and regulations of branch programs.
7. Studies and evaluates operations to identify training needs of the branch staff.
8. Establishes, tracks and reports quantitative performance measures and benchmarks, and conducts regular periodic random reviews of branch operations.
9. Prepares reports of work activities.
10. Evaluates job performance of subordinates and conducts supervisory conferences on a regular basis.
11. Promotes the services of the agency through presentations to representatives of community groups and organizations and the general public.
12. Initiates and executes formal interagency agreements for cooperative work, delineation of responsibilities and clarification of roles with respect to mutual clients.
13. Serves as resource to other branch chiefs and their staff.
14. Receives complaints from individuals and agencies and takes appropriate action within the branch.

SELF-SUFFICIENCY SUPPORT SERVICES ASSISTANT ADMINISTRATOR

As full assistant to the Self-Sufficiency & Support Services Administrator, assists in administering division activities, and serves as acting administrator in the absence of the division chief.

SELF-SUFFICIENCY SUPPORT SERVICES ADMINISTRATOR

Serves as division chief and administers statewide self-sufficiency and economic assistance programs in accordance with applicable legal requirements; formulates

program plans and policies; directs administrative and operational activities through a full assistant division chief, program development staff and a subordinate level of managers.

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 that are not listed.)*

1. Provides leadership; plans, organizes, directs, coordinates and evaluates the State's self-sufficiency and economic assistance programs.
2. Provides direction in the development, evaluation, revision and implementation of program goals, objectives, plans and policies, in accordance with pertinent laws, rules and regulations.
3. Determines program priorities and allocation of resources. Directs the review of the division's multi-year program and financial plans and oversees the preparation and execution of the division budget and expenditure plans.
4. Oversees and directs all fiscal, personnel and other administrative matters of the division.
5. Ensures that performance measures are monitored, tracked over time and reported for federal, State and department standards, and ensures that the results of monitoring are used in the evaluation of programs and direction of program development.
6. Reviews operational reports to determine effectiveness of programs. Directs investigations, studies or research on problem areas and evaluates findings to facilitate resolution of problems to determine or recommend improvements in program operations and services.
7. Serves as the department's principle staff advisor and technical authority on the State's self-sufficiency and economic assistance programs. Provides advice and guidance to the Director concerning policies, plans and basic concepts of the State's self-sufficiency and economic assistance programs.
8. Maintains liaison with Federal human services agencies to assure State plans comply with Federal requirements and to maximize Federal financial participation.
9. Represents the department in matters concerning self-sufficiency and economic assistance programs at legislative hearings, federal/state conferences, interdepartmental negotiations, etc.

10. Maintains working relationships with consumers, consumer advocacy groups, service providers, community agencies, Federal and State authorities and others to gain understanding of program requirements, problems and needed courses of action to improve services and report on the division's operations and progress.
11. Works collaboratively with other divisions within the department to maximize the realization of department goals to better serve the clients of the department.
12. Assigns, reviews and evaluates the work of subordinate staff. Provides for staff training and development. Reviews and takes appropriate action on divisional personnel matters, including disciplinary actions and grievances.

KNOWLEDGE & ABILITIES REQUIRED: *(The knowledge and abilities required in order to effectively perform the key duties for each of these classes are indicated in the following table. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in each class.)*

*"P" indicates prerequisite knowledge and abilities, that must be brought to the job.
 "A" indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.*

KNOWLEDGE & ABILITIES	SSSS Manager	SSSS Assistant Admr	SSSS Administrator
KNOWLEDGE OF: Social/emotional aspects of human behavior and basic human needs.	P	P	P
The philosophical basis for self-sufficiency and support services programs and their interrelationship with other public and private human welfare programs.	P	P	P
Public and private human welfare programs and services available in the community.	A	A	A
Pertinent State and federal laws, regulations and program policies and procedures.	A	A	A

SELF-SUFFICIENCY MANAGER
 SELF-SUFFICIENCY ASSISTANT ADMINISTRATOR
 SELF-SUFFICIENCY ADMINISTRATOR

Challenges and issues of motivating people from public assistance toward self-sufficiency by providing them with support services and assistance to find and maintain employment.	P	P	P
Principles and practices of supervision, management and administration, including effective work organization and staff utilization, program planning and budget formulation.	P	P	P
ABILITY TO: Provide leadership and manage/administer the self-sufficiency and economic assistance program.	P	P	P
Plan, direct and coordinate the work and activities of others to meet program goals and objectives.	P	P	P
Establish priorities and formulate program policies, procedures and guidelines.	P	P	P
Oversee the preparation and execution of budget and expenditure plans.	P	P	P
Meet, elicit the cooperation of, and establish and maintain effective working relationships with representatives of other governmental and private agencies.	P	P	P
Deal effectively with representatives of community organizations and members of the general public; establish and maintain effective working relationships with co-workers and others; treat others with courtesy and tact.	P	P	P
Read, understand, interpret and apply complex written material, including pertinent laws, rules, regulations, policies and procedures.	P	P	P
Write clearly and concisely.	P	P	P
Speak effectively with individuals and groups.	P	P	P
Identify problems; analyze problems logically and systematically; determine accuracy and relevance of information; use sound judgment to generate and evaluate alternatives, draw accurate conclusions;	P	P	P

make sound, well-informed and objective decisions; and perceive the impact and implications of decisions.			
Plan, assign, direct, and evaluate the work of others; motivate staff; provide counseling and discipline as necessary.	P	P	P

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 Experience Requirements, below, or any other responsible administrative, professional or analytical work experience that 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	Spclzd Exp (Yrs)	Supvy Exp (Yrs)	Mgrl/ Admin Exp
SSSS Manager	3	1	*
SSSS Assistant Administrator	3	1	1
SSSS Administrator	3	1	2

Specialized Experience: Professional work experience which demonstrated knowledge of the goals, objectives, standards, services and activities of self-sufficiency

programs (e.g., employment and training, public assistance or other supportive services).

At least one (1) year of experience must have 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; or providing technical advice and direction pertaining to program standards, requirements, or techniques.

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. The Supervisory Experience may have been gained concurrently with the Managerial/Administrative Experience, or in a separate capacity.

Managerial/Administrative Experience: Professional work experience which involved responsibility for identifying program goals and objectives and evaluating their attainment; identifying resource needs (staffing, materials, equipment); planning, organizing and coordinating program activities to attain program objectives within time, resource and budgetary limitations; and actively participating in program planning, policy determination and budget formulation and execution.

* For the class Self-Sufficiency & Support Services Manager, managerial/administrative aptitude, rather than actual managerial/administrative experience may be accepted. Managerial/administrative aptitude will be considered to have been met through successful performance of, or substantial participation in, organizing, scheduling, supervising and coordinating a group of activities in order to attain program objectives; interest in management demonstrated by the performance of work assignments in a manner which clearly indicates awareness of problems and the ability to solve them; completion of educational or training courses in the areas of management accompanied by the application of principles, which were learned, to work assignments; management's observation and evaluation of the applicant's leadership and managerial/administrative capabilities; success in trial assignments to managerial and/or administrative tasks.

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:

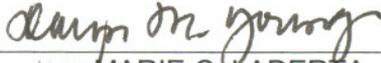
Applicants may be required to qualify on an appropriate examination.

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 class specification for the classes SELF-SUFFICIENCY & SUPPORT SERVICES MANAGER (SELF-SUFF/SUPP SVCS MGR), SELF-SUFFICIENCY & SUPPORT SERVICES ASSISTANT ADMINISTRATOR (SELF-SUFF/SUPP SVCS ASST ADMR), & SELF-SUFFICIENCY & SUPPORT SERVICES ADMINISTRATOR (SELF-SUFF/SUPP SVCS ADMR) approved on November 14, 1994 and the minimum qualification specification approved on July 3, 2001.

DATE APPROVED: 10/30/08



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