



**Orange County Department of Education
Human Resources Department
Certificated Management Class Specification**

Program Specialist, Student Services

Class Code: 1675

Work Days: 210

GENERAL PURPOSE

Provide specialized services in support of student services program; provide education and training related to the program; establish procedures and protocols under program guidelines; and provide assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from higher level management staff.
2. Provides direct supervision over technical and/or clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing specialized services; and implement policies and procedures.
2. Provide consultation and information to departmental staff, parent groups, and community groups affiliated with the program, and provide educational discussions at community groups or conferences.
3. Develop curriculum and educational techniques supplementing the training of staff.
4. Select, train, plan the work of, supervise, and evaluate staff; provide coaching to employees; collaborate on goal development; set clear expectations; provide constructive feedback; assist in improvement as needed; and check in regularly for understanding.
5. Assist in the coordination of services to be provided by community-based agencies; and coordinate training and implementation.
6. Develop recording and documentation systems as needed under contract guidelines.
7. Maintain records pertaining to program services; compile reports and statistical information needed for evaluation of program effectiveness and planning of duties.
8. Plan and exchange information with other professionals within the educational area; and acquire and deliver effective services within the program.
9. Attend conferences and departmental meetings as necessary for staff enhancement and enrichment.
10. Promote the educational program; prepare program events and marketing materials, including flyers, schedules of events, pamphlets, and brochures.
11. May serve as a county representative for programs.

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12. Demonstrate attendance sufficient to complete the duties of the position as required.
 13. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Basic operations, services, and activities of programs.
2. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
3. Procedures, methods, and techniques of project and workflow management and organization.
4. Current trends in student services area.
5. Basic procedures, methods, and techniques of budget control.
6. Recent developments, current literature, and sources of information related to program.
7. Community-based organizations, educational agencies, law enforcement agencies, and other organizations related to the project.
8. Modern principles and practices of program development and implementation.
9. Pertinent federal, state, and local laws, codes, and regulations.

Ability and Skill to:

1. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
2. Translate policies and procedures into practical applications.
3. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
4. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
5. Establish and maintain effective working relationships with various constituencies.
6. Interpret and explain laws, codes, contracts, policies, and procedures.
7. Develop and present training materials.
8. Prepare clear and concise correspondence, reports, and other written materials.
9. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
10. Communicate clearly and concisely, both orally and in writing, in English; and present information effectively in front of both large and small groups.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in education and three (3) years of educational experience in educational program; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California teaching or service credential appropriate to the assignment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast-paced with high pressure.