



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

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**Program Specialist, Family Support Services**

**Class Code: 1520**

**Work Days: 225**

**GENERAL PURPOSE**

Support the day-to-day management and operations of the Orange County Department of Education's Family Support Services Programs and provide assistance to higher level management staff.

**SUPERVISION RECEIVED AND EXERCISED**

1. Receives direction from higher level management staff.
2. Exercises direct supervision over professional, technical, and 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, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.
  2. Coordinate and manage the enrollment and ongoing maintenance of childcare providers providing services in OCDE's Alternative Payment Program; oversee the collection and proper reporting of attendance hours; and ensure punctual submission of monthly and other reports.
  3. Coordinate and manage public relations and program promotion activities, including communication and meetings with parents, providers, and community members; counsel childcare providers and resolve problems as necessary.
  4. Oversee contract development for school districts, service providers, nonprofit agencies, private businesses, and governmental agency providers.
  5. Develop long-range plans for the expansion and improvement of family support services; evaluate implementation of the program; and establish objectives and goals to ensure state and federal regulations are maintained.
  6. 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.
  7. Respond to difficult questions, inquiries, and complaints from parents, providers, staff, and officials from other school districts, government agencies, and community representatives.
  8. Maintain records pertaining to program services; compile reports and statistical information needed for evaluation of program effectiveness and planning of duties.
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9. Participate in the preparation and administration of the program budget for assigned areas; submit budget recommendations; monitor expenditures.
  10. Attend conferences, trainings, and meetings as necessary.
  11. Demonstrate attendance sufficient to complete the duties of the position as required.
  12. Perform related duties similar to the above in scope and function as required.

## **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

### **Knowledge of:**

1. Basic operations, services, and activities of child care services programs and procedures.
2. Title 5 regulations and guidelines for determining children's eligibility for services.
3. Procedures, methods, and techniques of project and workflow management and organization.
4. Basic procedures, methods, and techniques of budget control.
5. Recent developments, current literature, and information sources related to the management of child care services.
6. Principles of effective supervision, leadership, training, coaching and performance evaluation.
7. California Education Code, California Administrative Code, and the policies, rules, and regulations of the County Schools Office.

### **Ability and Skill to:**

1. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
2. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
3. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
4. Establish and maintain effective working relationships with various constituencies.
5. Interpret and explain laws, codes, contracts, policies, and procedures.
6. Research, write, and gather data for program evaluation; analyze information and prepare reports.
7. Develop and present professional development activities/trainings.
8. Prepare clear and concise correspondence, reports, and other written materials.
9. Analyze problems, identify alternative solutions, project consequences of proposed actions, and communicate clearly and concisely, both orally and in writing, in English.

### **Education, Training, and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in early childhood development programs including state-funded centers and alternative payment programs and Program Specialist, Family Support Services

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three (3) years of managerial or administrative experience in early childhood development programs; or an equivalent combination of training and experience.

### **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 essential functions.

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