



Edwin Lee
Mayor

Micki Callahan
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: May 18, 2016

Re: **Notice of Proposed Classification Actions – Final Notice No. 57 FY 15/16 (copy attached).**

Pursuant to completion of discussion with SEIU L1021 regarding this classification action, the classification action contained in the above referenced notice became effective May 18, 2016.

Micki Callahan
Human Resources Director

by: _____

A handwritten signature in black ink, appearing to read "Steve Ponder", written over a horizontal line.

Steve Ponder
Classification and Compensation Director
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Maria Newport, SFERS
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Drew Murrell, Controller/ Budget Division
Alex Koskinen, Controller/ Budget Division
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 57
Fiscal Year: 2015/2016
Posted Date: 12/23/2015
Reposted Date: 5/9/2016

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	2917	Program Support Analyst

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Victor Vallejo, Clerk, at (415) 557-4894 or by email at victor.h.vallejo@sfgov.org.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Maria Newport, SFERS
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Drew Murrell, Controller/ Budget Division
Alex Koskinen, Controller/ Budget Division
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Program Support Analyst
Job Code: 2917**

INTRODUCTION

Under general direction, performs a variety of highly complex and responsible professional administrative duties in the planning and coordinating of the activities and programs of the assigned program; coordinates assigned functions and activities among department divisions; and provides highly responsible administrative staff assistance to the assigned executive staff.

DISTINGUISHING FEATURES

The 2917 Program Support Analyst is a full journey level analyst job code that performs the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance when new or unusual situations arise. Incumbents in this job code conduct studies and develop recommendations on systems, methods, procedures and general administrative questions and are expected to exercise considerable independent judgment in carrying out work assignments. Incumbents receive guidance and instruction on general program objectives, program regulations and interpretive guidelines.

This 2917 Program Support Analyst is distinguished from the 1842 Management Assistant in that the 2917 job code performs highly complex administrative duties and is responsible for specific program knowledge.

The 2917 Program Support Analyst is distinguished from the 2948 Human Services Section Manager in that the 2917 class is responsible for highly responsible staff assistance and supervision of administrative activities in the assigned program, while the 2948 has line responsibility for multiple units performing social work, employment service or income maintenance duties.

SUPERVISION EXERCISED

May supervise professional, technical and/or clerical employees depending on specific program assignment

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Provides highly responsible administrative staff assistance including the conducting of specific, comprehensive analyses of a wide range of policies involving organization, procedures, finance and services.
2. Supervises and participates in the administrative activities of the assigned department; evaluates the need for and develops procedures, methods and schedules; approves the purchase of supplies, equipment, process payments and other accounts payable requests.
3. Provides technical and administrative assistance to the assigned management staff; develops, prepares and presents reports, surveys and other administrative activities.
4. Participates in a variety of complex and detailed programmatic responsibilities involving problem solving.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Program Support Analyst
Job Code: 2917**

5. Acts as representative of the assigned division for internal and outside meetings, committees and commissions; prepares presentations; may act as program spokesperson to the local media.
6. May directly supervise functions as assigned.
7. Recommends goals and objectives; assists in the development of and implements policies and procedures.
8. Directs, oversees and participates in the development of the assigned work plan, work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
9. May participate in recruitment and selection of staff, develops selection tools serves on interview panels and recommends appointment of personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures; recommends employee terminations.
10. May prepare the assigned program's budget; monitors and approves budgetary transactions on an ongoing basis; forecast additional funds needed for staffing, equipment, materials and supplies; administers the approved budget.
11. Conducts surveys and performs research and statistical analyses as requested; prepares related reports.
12. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
13. Performs related duties as required.

IMPORTANT AND ESSENTIAL KNOWLEDGE SKILLS AND ABILITIES

Knowledge of: Modern and complex principles and practices of social services program development and administration; organizational and management practices as applied to the analysis and evaluation of social services programs, , policies and operational needs; principles and practices of budget preparation and administration; principles and practices of organization, administration and personnel management; principles of supervision, training and performance evaluation is necessary for some positions; modern office procedures, methods and computer equipment; research methods and sources of information related to a broad range of social services programs, services and administration; pertinent Federal, State and local laws, codes and regulations.

Ability and Skill to: Effectively administer a variety of administrative and budgetary activities; select, supervise, train and evaluate assigned staff (some positions); effectively administer assigned programmatic responsibilities; learn the operation, policy and procedures of the department; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; interpret and apply policies, procedures, laws and regulations; perform a wide variety of administrative duties with little or minimal supervision; effectively and fairly

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Program Support Analyst
Job Code: 2917**

negotiate appropriate solutions; gain cooperation through discussion and persuasion; prepare and administer a budget; plan and evaluate services to the elderly and disabled; evaluate and develop improvements in operations, procedures, policies, or methods; prepare clear and concise reports and develop appropriate recommendations; interpret and apply pertinent federal, state, and local laws codes and regulations including Equal Employment, Affirmative Action, and Civil Rights laws, procedures and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education

A Baccalaureate degree in social work, public administration, business administration or a related field.

Substitution for Education:

Additional qualifying experience as stated under the experience requirement may be substituted for up to two (2) years of the required education on a year-for-year basis (30 semester/45 quarter units equals one year).

Administration Specialty

Experience: Three (3) years of professional experience in a general administrative capacity of which two (2) years (4000 hours) are in the field of human services. This experience includes responsibility for functions such as budget administration, contract administration, program planning and policy development, or statistical research.

Aging and Adult Services Specialty

Experience: Three (3) years of professional experience in general administrative capacity of which two (2) years (4000 hours) are in the field of gerontology, aging, or services to seniors or disabled adults. This experience must include responsibilities for functions such as information and referral management, case management, social work, policy evaluation and management, program development and administration or contract administration.

Family and Children's Services Specialty

Experience: Three (3) years of professional experience as a social service case manager of which two (2) years are in the field of child welfare or in the provision of child welfare-related services. This experience includes responsibilities for functions such as policy evaluation and management, program development and administration, case review and contract administration.

Income Maintenance Programs and Economic Self Sufficiency Programs Specialty

Experience: Three (3) years of professional experience of which two (2) years are in the field of social services related to income maintenance or economic self-sufficiency programs. This

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Program Support Analyst
Job Code: 2917**

experience includes responsibilities for functions such as supervising eligibility determination, case management, program development and administration, budget or contract development.

Substitution:

Substitution for Experience: Possession of a Master's degree in social work, business administration, public administration or related field may substitute for one (1) year of the required experience as described above for all specialties.

License and Certification:

Some positions require possession of a valid California driver license.

ORIGINATION DATE:	Adopted 3/15/93;
AMENDED DATE:	Amended 11/20/00; 5/23/03; 05/18/16
REASON FOR AMENDMENT	<i>To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.</i>
BUSINESS UNITS:	COMMN SFMTA SFCCD SFUSD