

City and County of San Francisco



Department of Human Resources

Edwin Lee
Mayor

Micki Callahan
Human Resources Director

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

Date: November 20, 2015

Re: **Notice of Proposed Classification Actions –Final Notice No. 47 FY 15/16 (copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective November 18, 2015.

Micki Callahan
Human Resources Director

by: _____

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

Steve Ponder
Classification and Compensation Manager
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
Risa Sandler, Controller/Budget Division
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: 47
Fiscal Year: 2015/2016
Posted Date: 11/10/2015
Reposted Date: N/A

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

Item #	Job Code	Title
1	2913	Program Specialist

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 Rich David, Senior Classification and Compensation Analyst, at (415) 557-4965 or by email at Rich.David@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>.

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

**Title: Program Specialist
Job Code: 2913**

INTRODUCTION

Under general supervision, the Program Specialist performs a variety of specialized technical duties in investigating, reviewing, evaluating, training, screening and coordinating the activities of various programs of the Department of Human Services and the Department of Public Health.

DISTINGUISHING FEATURES

Positions in this job code are responsible for carrying out specialized functions for an assigned program and performing specialized duties which require a comprehensive knowledge of Federal, State, Local and departmental policies, procedures, rules and regulations. The 2913 Program Specialist is distinguished from the 2905 Senior Eligibility Worker in that incumbents in the 2913 job code perform more advanced technical assignments. The 2913 job code is distinguished from the Class 2916 Social Work Specialist in that the latter positions are assigned technical program support duties in social work programs.

SUPERVISION EXERCISED

The program Specialist may direct the work of clerical staff.

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. Detect and prevent fraudulent claims for public assistance; investigating welfare fraud and other financial crimes.
2. Conduct field investigations and home visits often in situations requiring communication with individuals who may have medical (e.g. drug or alcohol), psychiatric, or aggressive behavior problems.
3. Review, verify and evaluate clients' case information for possible errors, inconsistencies and discrepancies.
4. Review allegations of assistance overpayment; determine overpayment amounts if applicable; prepare related documentation; refer fraud and non-fraud overpayment; cite various laws and regulations violated.
5. Review and monitor Department compliance with County, Federal and State regulations as related to public assistance programs; review guidelines related to the processing of public assistance applications; verify eligibility, correctness of payment decisions and appropriateness of the services provided.
6. Perform research into program and quality control regulations and procedures; prepare reports on findings; identify problems of non-compliance; recommend corrective action regarding discrepancies.

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7. Review referrals for overpayment calculations from public assistance programs and the Special Investigations Unit; determine which referrals are to be accepted; identify and document reason for rejected referrals, e.g., no violation, additional evidence, or clarification.
8. Conduct and verify investigations of cases in which the client has appealed a departmental decision regarding eligibility or amount of grant; verify, review and analyze case records and other pertinent documents; investigate by telephone, correspondence and personal interview all factors relating to client eligibility for assistance.
9. Prepare cases and represent the department at hearings conducted by the State; present oral arguments, examine witnesses, defend the department's interpretation of regulations and provide legally binding stipulations.
10. Ensure compliance with the hearing decision by determining appropriate action to be taken by the department; advise department staff of actions and monitor compliance.
11. Develop, revise and update Department policies and procedures by providing policy interpretation in assigned program area.
12. Facilitate and contribute to short and long-term projects and workgroups.
13. Organize and prepare written material for use in various formats including hard copy memos, manuals, and reports, interactive online resources, and presentation media.
14. Determine training needs, develop and evaluate training courses; coordinate and conduct a variety of training programs and maintain curriculum and training modules to reflect current laws, rules and regulations.
15. When assigned to Laguna Honda Hospital, coordinate referrals for screening including the preparation of legal and financial instruments for admission.
16. May supervise clerical staff.
17. Perform related duties as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGE SKILLS AND ABILITIES

Knowledge of: Operations, services, and activities of the assigned program, departmental programs policies, procedures, and terminology, pertinent to Federal, State and Local laws, codes and regulations as related to assigned program responsibility; interviewing investigative techniques; procedures, program information systems, training and development, methods and techniques of determining initial and continuing eligibility for public assistance, principles and procedures of record keeping and reporting; modern office procedures, methods and computer equipment.

Ability and Skill to: Interpret and apply Federal, State, local and Departmental policies, procedures, laws, and regulations; prepare clear and concise reports; audit records; accurately gather, record and evaluate data; analyze and interpret information and adopt effective courses of action; establish and maintain cooperative working relationships with those contacted in the course of work; provide

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customer service and cultural responsiveness to clients; supervise staff, effectively communicate with and elicit information from staff and clients; operated personal computers with proficiency; communicate clearly and concisely, both orally and in writing.

MINIMUM QUALIFICATIONS

Experience:

Three years of experience in the Social Services field performing duties in the area of eligibility determination, case management, data management, employment services or training.

License and Certification:

Some positions require possession of, or ability to obtain, a valid California driver's license.

Special Requirements:

Essential duties involve the following physical skill and work environment:

Ability to work in a typical office environment; most positions involve the physical activities of sitting, standing, and lifting 5-10 lbs., and the ability to travel to different sites and conduct home visits. May require hand-eye coordination and manual dexterity for data entry and extensive VDT exposure.

ORIGATION DATE:	3/15/93
AMENDED DATE:	7/21/95; 1/21/00; 8/13/04; 11/18/15
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