

**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:** 2/5/2016

**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](mailto: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](mailto: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>.

**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

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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.~~ **Incumbents receive guidance and instruction on general program objectives, program regulations and interpretive guidelines and are expected to exercise considerable independent judgment in carrying out work assignments. Employees at this level receive only occasional instruction or assistance when new or unusual situations arise.**

**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; ~~coordinates assigned functions and activities among department divisions; and provides highly responsible administrative staff assistance to the assigned executive staff.~~ **Conduct studies and develops recommendations on systems, methods, procedures and general administrative questions.**
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.

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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.
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. D R~~ May directly supervise functions as assigned.
- ~~6. 7.~~ Recommends goals and objectives; assists in the development of and implements policies and procedures.
- ~~7~~8. Directs, oversees and participates in the development of the assigned work plan, project plans, including scope and objectives, time budgets, and milestone dates, work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures; maintain ongoing communication with stakeholders regarding project progress and problems; develop project reports detailing findings and recommendations, work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
9. ~~May p~~Participates 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.
- ~~8. 10.~~ May pPrepares 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.
- ~~9. 11.~~ Conducts surveys and performs research and statistical analyses as requested; prepares related reports.
- ~~10~~2. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- ~~14~~3. 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, **principles of project management**-, 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.

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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, **learn to plan and implement complex projects and initiatives**; 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 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**

~~EXPERIENCE AND TRAINING GUIDELINES: Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:~~

Education:

A Bachelor's degree in social work, public administration, business administration, or a related field.

Substitution: Possession of a Master's degree in social work, business administration, public administration or related field may substitute for one year of the required experience.

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

Experience:

**Administration Specialty**

Experience: ~~Three (3) Four (4)-years of~~ professional experience in a ~~general administrative or management capacity of a staff or line nature, of which at least two (2) years (4000 hours) was~~ are in the field of ~~health or human services~~. This experience must include major responsibility for functions such as budget administration, contract administration, program planning and policy development, ~~and/or~~ statistical research.

**Aging and Adult Services Specialty**

Experience: ~~Two (2)-three years of professional experience in general administrative or management capacity of a staff or line nature~~ which two (2) years are in the field of Aging and Adult Services gerontology, aging, or services to seniors or disabled adults. This experience must include major responsibility for functions such as information and referral management, case management, ~~and/or~~ social work, policy evaluation and management, program development and administration, budget or contract administration.

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~~Education: A Master's degree in social work, counseling, gerontology or closely related field.~~

**Family and Children's Services Specialty**

~~Experience: Three (3) years of professional experience of which two (2) years are as a social service case manager in the field of child welfare, or in the provision of child welfare-related services. Administrative This experience must include major responsibilities for functions such as policy evaluation and management, program development and administration, budget or contract administration, planning, funding, implementation or consultation in the area of child welfare in highly desirable.~~

~~Education: A Master's degree in social work or counseling, or possession of a Marriage and Family Therapist (MFT) license issued by the state Department of Consumer Affairs.~~

**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 experience must include major responsibilities for functions such as supervising eligibility workers, determination, case management, program development and administration, budget or contract development, social workers or employment specialist or as a program specialist in the field of human services.~~

~~College course work in behavioral science or public administration, previous administrative experience and/or knowledge of two or more income maintenance/economic self-sufficiency programs is desirable.~~

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

**Investigations Specialty:**

~~Experience: Three (3) years of professional experience in an administrative or management capacity in the field of social services in which two (2) years are in the field of fraud detection and prevention, appeals and fair hearings, and/or quality control. This experience must include major responsibilities for functions such as program administration, program planning, or data compilation and analysis.~~

**Office of Early Childhood Education Specialty:**

~~Experience: Three (3) years of professional experience in an administrative or field management capacity in the field of social services in which two (2) years include are working with a legislative bodies, planning councils, or commissions in the early childhood, and/or children or youth and families areas. This experience must include major responsibility for functions such as budget administration, contract administration, program planning and policy development, grant management or statistical research.~~

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

License and Certification:

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~~License or Certificate:~~ Some positions require possession of, ~~or ability to obtain,~~ a valid California driver license.

**ORIGATION DATE:** Adopted 3/15/93; Amended 11/20/00; 5/23/03

**AMENDED DATE:** 11/20/00; 05/23/03; **02/XX/16**

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

**BUSINESS UNITS:** COMMN