

**STATE OF OHIO (DAS)**  
CLASSIFICATION  
SPECIFICATION

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| <b><u>CLASSIFICATION SERIES:</u></b><br>Human Services Specialist  | <b><u>SERIES NO.:</u></b><br>6945          |
| <b><u>MAJOR AGENCIES:</u></b><br>Department of Children & Youth & Department of Job & Family Services only | <b><u>EFFECTIVE DATE:</u></b><br>10/5/2025 |

**SERIES PURPOSE:**

The purpose of the human services specialist series is to develop, coordinate & implement statewide human & social services programs.

At the first Specialist level, incumbents conduct paper reviews, perform limited field collection of data, provide preliminary information regarding social services programs or serve as intake officer.

At the second Specialist level, incumbents typically monitor one category/component of human services program to include both in-house & on-site reviews, or design standards &/or operating procedures for reporting agencies, or serve as program consultant or eligibility worker for placement/removal of recipients in a specific program component, or act as part of manual writing team & plan, research, develop & implement administrative procedure manual to support various human services programs.

At the Developer level, incumbents research & write policies & procedures from federal acts where guidelines are non-specific, legislation analysis, administrative decisions, litigation &/or combination thereof &/or write administrative rules & provide work direction & training to lower-level human services developers &/or assist county departments of human services &/or sister county agencies in developing standards of best practice & local policies & planning service delivery to meet clients' needs, community plans, partnership agreements & other initiatives while still complying with federal & state mandates.

At the Manager level, incumbents oversee the development, implementation & management of a statewide human services program & associated policies, ensuring regulatory compliance, fiscal accountability, operational consistency & continuous improvement.

At the Administrator levels, incumbents direct statewide operations of human services program(s) by overseeing staff management, program regulatory compliance, policy implementation, legislative coordination, fiscal accountability, stakeholder engagement & strategic planning to ensure effective program delivery & performance.

Note: This class series is restricted for use by the Department of Children & Youth & the Department of Job & Family Services only.

**CLASS TITLE**

Human Services Specialist 1

**CLASS NUMBER**

69451

**PAY RANGE**

10

**EFFECTIVE**

10/5/2025

**CLASS CONCEPT:**

The developmental level class works under general supervision & requires working knowledge of social programs & program research methods & techniques in order to conduct paper reviews & perform some data collection in the field to ascertain client's utilization of services or to ascertain compliance of service providers, or to provide preliminary information & technical assistance regarding social services programs, or to serve as intake officer for processing of case materials.

**CLASS TITLE**

Human Services Specialist 2

**CLASS NUMBER**

69452

**PAY RANGE**

11

**EFFECTIVE**

10/5/2025

**CLASS CONCEPT:**

The full performance level class works under general supervision & requires considerable knowledge of social programs & program research methods & techniques & applicable state & federal laws & regulations for assigned social program component in order to plan & develop performance criteria & conduct regular & special program evaluations for assigned human services program component to determine compliance with applicable laws & regulations; or to act as part of manual writing team & plan, research, develop & implement administrative procedure manual to support various human services programs.

| <b><u>CLASS TITLE</u></b> | <b><u>CLASS NUMBER</u></b> | <b><u>PAY RANGE</u></b> | <b><u>EFFECTIVE</u></b> |
|---------------------------|----------------------------|-------------------------|-------------------------|
| Human Services Developer  | 69453                      | 13                      | 10/5/2025               |

**CLASS CONCEPT:**

The full performance level class works under direction & requires thorough knowledge of agency & governmental laws, rules, regulations & procedures, human services issues & policy & program planning & analysis in order to independently or as part of team research, analyze, formulate/revise & implement policies, procedures &/or administrative rules for assigned human services program area(s) based upon federal acts where guidelines are non-specific, litigation, task force recommendations, administrative decisions, analysis of legislation or combination thereof to establish state's minimum standard of practice &/or assist county departments of human services &/or sister agencies (e.g., county child support enforcement agencies; public children services agencies) in developing standards of best practice & local policies & planning service delivery to meet clients' needs, community plans, partnership agreements & other initiatives while still complying with federal & state mandates & monitor & ensure compliance, develop & present in-house training to departmental staff & other sectors involved in administration of programs/service delivery.

| <b><u>CLASS TITLE</u></b> | <b><u>CLASS NUMBER</u></b> | <b><u>PAY RANGE</u></b> | <b><u>EFFECTIVE</u></b> |
|---------------------------|----------------------------|-------------------------|-------------------------|
| Human Services Manager    | 69456                      | 14                      | 10/5/2025               |

**CLASS CONCEPT:**

The managerial level class works under general direction & requires thorough knowledge of social or behavioral science or comparable field & applicable federal/state regulations in order to provide statewide leadership & oversight of one or more social, behavioral &/or human services programs within designated office, division or bureau by formulating & implementing policies & procedures & serves as primary liaison for all necessary agency, county &/or bureau stakeholders & supervises human services specialist staff if assigned.

| <b><u>CLASS TITLE</u></b>      | <b><u>CLASS NUMBER</u></b> | <b><u>PAY RANGE</u></b> | <b><u>EFFECTIVE</u></b> |
|--------------------------------|----------------------------|-------------------------|-------------------------|
| Human Services Administrator 1 | 69457                      | 15                      | 10/5/2025               |

**CLASS CONCEPT:**

The first administrative level class works under administrative direction & requires thorough knowledge of social or behavioral science or comparable field & applicable federal/state regulations in order to serve as administrator of assigned social, behavioral &/or human services program areas by directing the implementation & delivery of multiple programs within assigned division &/or bureau & assists higher-level human services administrator in planning & developing program activities & to evaluate & coordinate activities & assume functional responsibility of all assigned program areas &/or divisions & supervise assigned managers or human & social services staff.

| <b><u>CLASS TITLE</u></b>      | <b><u>CLASS NUMBER</u></b> | <b><u>PAY RANGE</u></b> | <b><u>EFFECTIVE</u></b> |
|--------------------------------|----------------------------|-------------------------|-------------------------|
| Human Services Administrator 2 | 69458                      | 16                      | 10/5/2025               |

**CLASS CONCEPT:**

The second administrative level class works under administrative direction & requires thorough knowledge of social or behavioral science or comparable field & applicable federal/state regulations in order to serve as division or bureau administrator & direct entire operations of all assigned human services programs having statewide impact & supervise subordinate human services administrators &/or managers.

| <b><u>CLASS TITLE</u></b>   | <b><u>CLASS NUMBER</u></b> | <b><u>B. U.</u></b> | <b><u>EFFECTIVE</u></b> | <b><u>PAY RANGE</u></b> |
|-----------------------------|----------------------------|---------------------|-------------------------|-------------------------|
| Human Services Specialist 1 | 69451                      | 12                  | 10/5/2025               | 10                      |

**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Conducts paper reviews (e.g., computer printout of provider, recipients &/or diagnostic related group profiles, case records, program records, state hearing reports, certification packages, provider billings) & performs some data collection activities in field &/or office typically for one category/component of overall human services program (e.g., Child Support Enforcement, Medical providers) to ascertain client's utilization of services, suspected fraud, abuse or overutilization & necessity for improvement or to ascertain compliance of services providers & makes recommendations for increased efficiency or ensures only qualified providers participate;

OR

Provides written & oral preliminary information &/or technical assistance to interested parties regarding social services programs;

OR

Serves as intake officer (e.g., reviews case materials, gathers information for required clarification, enters into Medicaid Management Information System - MMIS, verifies for accuracy, resolves problems, provides information & technical expertise relating to program policies & changes to providers, recipients & other state & county agencies, ensures appropriate systems-generated letters to providers are mailed) & develops & prepares statistical & analytical reports.

Coordinates program activities; conducts studies & recommends methods & procedures to facilitate communication & cooperation between state & local staff, providers & other interested parties.

Conducts correspondence with service providers, governmental agencies & public regarding program matters; provides general information regarding program operations; prepares monthly activity report & other programmatically required statistical & narrative reports; operates personal computer &/or word processing equipment to generate various typed documents; attends training sessions; assists in developing informational materials.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science or pre-medicine or comparable field; human relations; applicable federal & state regulations; agency rules & procedures applicable to particular social program\*; social work research methods & techniques; public relations. Skill in operation of personal computer &/or word processing equipment\*. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret social welfare information & technical materials in books, journals & manuals; gather, collate & classify data about people, places or things; handle sensitive inquiries from & contacts with officials & general public.

(\*) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

24 mos. exp. in delivery of human services in governmental, community or private human services agency or medical provider where adherence to federal public assistance/human services policies & procedures or those issued by government agency was mandated.

-Or completion of undergraduate core program in social or behavioral science or pre-medicine or comparable field.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Travel may be required, some of which may require overnight stay.

| <u>CLASS TITLE</u>          | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|-----------------------------|---------------------|--------------|------------------|------------------|
| Human Services Specialist 2 | 69452               | 12           | 10/5/2025        | 11               |

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Plans & develops performance criteria (e.g., program goals, reporting standards & procedures, monitoring accountability mechanisms) & conducts regular & special program evaluations for compliance with applicable laws & regulations for assigned category/component of overall human services program (e.g., General Assistance Medical, health care delivery patterns, family violence prevention, FACSIS, URESA, HCBS, IEVS, PACT, ADC, DUR, nursing homes), conducts periodic field &/or desk reviews of county agency &/or other service providers, compiles & analyzes individual case data to conduct program development, monitoring & evaluation tasks, identifies deficiencies, prepares written report recommending corrective actions, interprets policies & procedures & independently initiates resolution of problems setting parameters for solution;

OR

Acts as assigned social program consultant (e.g., FACSIS, SSI, HCBS, URESA, tax refund) by providing technical assistance & interpretation of applicable laws & regulations;

OR

Serves as eligibility worker for placement/removal of social program recipient in assigned program component (e.g., nursing homes, waivers & variance); OR plans, researches, develops & implements administrative procedure manual to support various human services programs.

Designs standards &/or operational procedures for reporting; monitors & evaluates local agency's program & operations to assure compliance with state & federal regulations; prepares reports of findings; consults with other entities regarding current &/or forthcoming program changes & updates administrative procedure manual, educates originating units of department on overall concept & format of administrative procedure manual, researches & reviews federal & state laws & regulations pertinent to administrative decisions & provides interpretation & assistance by telephone or correspondence, insures distribution of administrative procedure manual to state & county staff & coordinates activities performed by other entities which are directly associated with administration & implementation of policies pertaining to specialty areas.

Originates activity reports & other narrative & statistical reports of program status; operates personal computer &/or word processing equipment to generate various typed documents; provides general information verbally & in writing; answers inquiries & complaints from local agencies, recipients & other interested parties regarding programmatic issues; participates in &/or attends conferences & workshops.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science or pre-medicine or comparable field; human relations; agency & governmental laws, rules & regulations applicable to particular social program; social work research methods & techniques; public relations; social services program analysis; technical writing\*. Skill in operation of personal computer &/or word processing equipment\*. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret social welfare information & technical materials in books, journals & manuals; gather, collate & classify data about people, places or things; handle sensitive inquiries from & contacts with officials & general public.

(\*) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in social or behavioral science or pre-medicine or comparable field; 18 mos. exp. in delivery of human services in governmental, community or private human services agency or medical provider where adherence to policies & procedures issued by government agency was mandated.

-Or completion of graduate core program in social or behavioral science or medicine-related or comparable field; 6 mos. exp. in delivery of human services in governmental, community or private human services agency or medical provider where adherence to policies & procedures issued by government agency was mandated.

-Or 18 mos. exp. as Human Services Specialist 1, 69451.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Travel required, some of which may include overnight stay.

| <u>CLASS TITLE</u>       | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|--------------------------|---------------------|--------------|------------------|------------------|
| Human Services Developer | 69453               | 12           | 10/5/2025        | 13               |

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Independently or as part of team, researches, analyzes & formulates/revises administrative rules, laws &/or regulations establishing state's minimum standards for compliance for assigned human service program area(s) (e.g., adoption; child support; children's trust fund; disability programs; long-term care; quality assurance protocols, procedures & projects; public assistance; medical assistance; child welfare; adult &/or family services; home & community-based waiver services) based upon federal acts where guidelines are non-specific, state laws, litigation, task force recommendations, administrative decisions, analysis of legislation or combination thereof;

&/OR

Assists county departments of human services &/or sister agencies (e.g., county child support enforcement agencies; public children's services agencies) in developing standards of best practice & local policies & planning service delivery to meet clients' needs, community plans, partnership agreements & other initiatives in compliance with federal & state mandates;

&

Monitors & ensures compliance with federal/state regulations, rules & laws & develops & presents in-house training to departmental staff & other sectors involved in administration of programs/service delivery.

Provides consultative expertise & training & acts as liaison to both intra- agency (e.g., Bureau of Medicaid Policy; Medicaid Preventative Health, CRIS-E) & inter-agency providers (e.g., Department of Health; Department of Insurance, Office of Attorney General); consults with other entities regarding current &/or forthcoming program changes; coordinates activities performed by other entities which are directly associated with administration & implementation of policies pertaining to specialty areas; represents program area(s), bureau chief &/or other agency administrators at hearings, conferences, meetings & workshops; serves on committees & task forces; responds to inquiries from citizens, federal & state legislators, client advocacy agencies & other interested parties; prepares & delivers speeches.

Prepares reports, position papers & research documents; operates personal computer &/or word processing equipment to generate various typed documents; develops evaluation criteria &/or evaluates program effectiveness; develops budget projections & monitors program expenditures; develops cost projections for proposed programs, reimbursement or policy changes; prepares monitoring & evaluation reports & corrective action plans; designs & prepares training packages for county, district &/or statewide training sessions; coordinates filing of Ohio Administrative Code rules for programmatic changes; prepares grant applications & monitors grant activity; monitors fiscal activities & compliance; performs statistical analysis using available computer & software resources; drafts request for proposals & personal service contracts; assists in development/amendment of state plan for assigned program area(s); provides work direction & training to other human services developers.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science or pre-medicine or comparable field; community resources applicable to assigned human service programs\*; human relations; agency & governmental laws, rules, regulations & procedures applicable to assigned human service programs\*; human service problems, policy & program planning & analysis; accounting; statistical analysis; finance or budgeting\*. Skill in operation of personal computer &/or word processing equipment. Ability to define problems, collect data, establish facts & draw valid conclusions; prepare analytical reports & position papers & draft program rules & regulations; establish good rapport with program participants &/or recipients; prepare & deliver speeches before specialized audiences & handle routine & sensitive contacts with government officials & citizens.

(\*) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in social or behavioral science, health services public administration, public policy management or comparable field; 36 mos. exp. in researching, developing or implementing policies related to social services, health services, public policy or comparable field; 12 mos. trg. or 12 mos. exp. in research methodology, measurement & testing, analysis of variance & survey sampling; 6 mos. trg. or 6 mos. exp. in use of computer hardware & software used for spreadsheets, statistical analysis, graphics presentation & word processing.

-Or completion of graduate course coursework in social or behavioral science, health services public administration, public policy management or comparable field; 24 mos. exp. in researching, developing or implementing policies related to social services, health services, public policy or comparable field; 6 mos. trg. or 6 mos. exp. in use of computer hardware & software used for spreadsheets, statistical analysis, graphics presentation & word processing.

-Or 24 mos. exp. as Human Services Specialist 2, 69452, with experience commensurate with duties to be assigned per posting of job opportunity (e.g., if assignment is in area of policy development for aid to dependent children, education, training &/or experience must have been in area of aid to dependent children).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel, some of which may include overnight stay.

| <u>CLASS TITLE</u>     | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|------------------------|---------------------|--------------|------------------|------------------|
| Human Services Manager | 69456               | EX           | 10/5/2025        | 14               |

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

In Department of Children & Youth, provides statewide leadership & oversight for early childhood associated programs &/or initiatives (e.g., maternal infant wellness, early childhood development, early care & education, family support & stabilization, children services, foster, kinship, adoption, & young adult supports); oversees the preparation, maintenance & compliance of key federal & state plans, supports audits & evaluations, & contributes to rule development & legislative analysis; develops & implements policies & procedures across multiple program areas (e.g., case management & allocation; financial operations; performance monitoring; compliance); coordinates information with staff in the early care & education programs as well as child protective service & recommends necessary improvements in reports, workflows, &/or business processes to other division chiefs & bureau managers &/or administrators; supervises human services &/or associated staff if assigned.

OR

In Department of Job & Family Services, provides statewide leadership & oversight for Ohio's child support or wide range of human services programs (e.g., Adult Protective Services; Supplemental Nutrition Assistance Program; Temporary Assistance for Needy Families; Ohio Works First; Prevention, Retention, & Contingency; Comprehensive Case Management & Employment Program; The Emergency Food Assistance Program; Commodity Supplemental Food Program); oversees the preparation, maintenance & compliance of key federal & state plans, supports audits & evaluations, & contributes to rule development & legislative analysis; develops & implements policies & procedures across multiple program areas (e.g., case management; financial operations; performance monitoring; compliance); manages child support systems by defining business & functional requirements, coordinating system enhancements, & resolving technical issues in collaboration with internal IT teams, vendors, & county agencies; oversees help desk operations, supports training & documentation initiatives, & ensures consistent communication & guidance across all counties to relevant community partners, & internal & external stakeholders; supervises human services &/or associated staff if assigned.

Serves as primary liaison among county or bureau early child care, enforcement &/or specified human or social services agencies, internal stakeholders, & external partners (e.g., delivers technical assistance, responds to inquiries, & fosters collaboration to ensure consistent & effective program delivery); manages program performance & compliance through data analysis, quality control reviews, & monitoring tools; leads corrective action planning, supports fraud prevention & recovery efforts, & ensures consistent service delivery across all counties; oversees the use & functionality of eligibility & case management systems (e.g., collaborates with IT teams & vendors to resolve issues, maintains system access controls, & enhances benefit accuracy & program integrity).

Manages & supports fiscal oversight, funding allocations & budget planning, ensuring timely & appropriate use of resources (e.g., supports contract & grant development, evaluates fiscal impacts, & ensures audit readiness); coordinates training initiatives, delivers presentations, & represents the agency in meetings with federal, state, & local stakeholders, advocacy groups, associated bureaus, & national forums; responds to public & legislative inquiries, supports community outreach, & leads initiatives to improve customer service & program outcomes statewide.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science; human relations; agency & governmental laws, rules & regulations applicable to assigned human services program; social work research methods & techniques; public relations; human services program & policy analysis; technical writing; supervisory principles & techniques\*. Skill in operation of personal computer & applicable software applications. Ability to define problems, collect data, establish facts & draw valid conclusions; deal with many variables & determine specific action; prepare & deliver speeches before specialized audiences; interpret social welfare information & technical materials in books, journals & manuals; handle sensitive inquiries from & contacts with government officials & general public.

(\*) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

72 mos. exp. in researching, developing, or implementing policies related to social services, health services, public policy, or comparable field; 12 mos. exp. in delivery of human services in a governmental, community, or private human support services agency.

-Or completion of undergraduate core program in social or behavioral science; 48 mos. exp. in researching, developing, or implementing policies related to social services, health services, public policy, or comparable field; 12 mos. exp. in delivery of human services in a governmental, community, or private human support services agency.



-Or completion of graduate core program in social or behavioral science; 36 mos. exp. in researching, developing, or implementing policies related to social services, health services, public policy, or comparable field; 12 mos. exp. in delivery of human services in a governmental, community, or private human support services agency.

-Or 12 mos. exp. as Human Services Developer, 69453.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel, some of which may include overnight stay.

| <b><u>CLASS TITLE</u></b>      | <b><u>CLASS NUMBER</u></b> | <b><u>B. U.</u></b> | <b><u>EFFECTIVE</u></b> | <b><u>PAY RANGE</u></b> |
|--------------------------------|----------------------------|---------------------|-------------------------|-------------------------|
| Human Services Administrator 1 | 69457                      | EX                  | 10/5/2025               | 15                      |

**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

In Department of Children & Youth serves as Assistant Administrator for one or more programs within agency & assists the Bureau Chief of assigned division by directing the coordination of multiple statewide programs, policies & initiatives; supervises assigned human services staff & subordinate supervisors & manages licensing & monitoring operations for child care centers, family child care homes, in-home aides, & day camps; oversees the development, implementation, & maintenance of administrative rules governing Ohio's child care programs (e.g., Publicly Funded Child Care (i.e., PFCC) & Step Up To Quality (i.e., SUTQ); ensures compliance with the Ohio Revised Code (i.e., ORC) & the Federal Child Care & Development Block Grant (i.e., CCDBG); reviews licensing rules promulgated by the Ohio Department of Education & Workforce (i.e., DEW) for CCDBG compliance; supervises subordinate managers &/or assigned human services staff.

OR

In Department of Job & Family Services supports statewide administration of public assistance programs (e.g., Adult Protective Services, Supplemental Nutrition Assistance Program (i.e., SNAP), Temporary Assistance for Needy Families (i.e., TANF), Ohio Works First, Prevention, Retention, & Contingency, Comprehensive Case Management & Employment Program, The Emergency Food Assistance Program, Commodity Supplemental Food Program) by assisting higher level administrator in the development, implementation & evaluation of policies, procedures & strategic initiatives; contributes to quality control, management evaluation & fraud prevention efforts by analyzing data, preparing reports & coordinating corrective action planning to ensure compliance with federal & state regulations; provides technical assistance & training to county agencies & internal staff, supports the development of quality control sampling & management evaluation review plans & serves as a liaison with federal partners (e.g., USDA, HHS); supervises subordinate managers &/or assigned human services staff.

Manages special grants & inter-agency initiatives targeting TANF & SNAP-eligible populations, ensuring fiscal accountability & compliance with procurement & grant management standards; oversees the development of grant agreements & policies, monitors program performance, & advises leadership on outcomes & improvement strategies (e.g., assists with budget for assigned program & analyzes expenditures to assure compliance with budget; informs higher-level administrator of & makes recommendations regarding staffing needs); supports project management for automated systems, ensuring alignment with policy changes & regulatory requirements; collaborates with IT teams & external partners to resolve system issues, manage risk & implement enhancements.

Advises higher-level administrator on policy issues; recommends changes in state &/or federal law & agency policies & procedures; confers with federal agency representatives regarding policy matters & program & services; drafts legislative language for the biennial budget bill related to child care or human services programs & monitors its progression through the legislative process; provides budget recommendations & participates in budget discussions; serves as the point of review for proposed changes to child care or human services programs (e.g., programs with potential policy &/or fiscal implications); promotes customer relations with internal & external customers; attends &/or represents higher-level administrator at meetings & conferences.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science; human relations; agency & governmental laws, rules & regulations applicable to assigned human services program; program planning for human service organizations; social science research methods & techniques; public relations; human services program & policy analysis; technical writing; supervisory principles & techniques; management; accounting, finance &/or budgeting. Skill in operation of personal computer & applicable software applications. Ability to define problems, collect data, establish facts & draw valid conclusions; deal with many variables & determine specific action; prepare & deliver speeches before specialized audiences; interpret social welfare information & technical materials in books, journals & manuals; handle sensitive inquiries from & contacts with government officials & general public; establish professional atmosphere as administrator.

(\*) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

72 mos. exp. in researching, developing or implementing policies related to human services, social services, health services, public policy or comparable field; 12 mos. exp. in managing delivery of human services program in a governmental, community or private human support services agency; 12 mos. exp. in supervisory &/or managerial principles & techniques.

-Or completion of undergraduate core program in social or behavioral science; 48 mos. exp. in researching, developing or implementing policies related to human services, social services, health services, public policy or comparable field; 12 mos. exp. in managing delivery of human services program in a governmental, community or private human support services agency; 12 mos. exp. in supervisory &/or managerial principles & techniques.

-Or completion of graduate core program in social or behavioral science; 36 mos. exp. in researching, developing, or implementing policies related to human services, social services, health services, public policy or comparable field; 12 mos. exp. in managing delivery of human services program in a governmental, community or private human support services agency; 12 mos. exp. in supervisory &/or managerial principles & techniques.

-Or 12 mos. exp. as Human Services Manager, 69456.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel, some of which may include overnight stay.

| <u>CLASS TITLE</u>             | <u>CLASS NUMBER</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY RANGE</u> |
|--------------------------------|---------------------|--------------|------------------|------------------|
| Human Services Administrator 2 | 69458               | EX           | 10/5/2025        | 16               |

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

In Department of Children & Youth serves as administrator & directs the entire development & implementation of administrative rules, policies & legislative proposals governing multiple child care programs having statewide impact (e.g., licensing of centers & family child care homes, certification of in-home aides, approval of day camps, Publicly Funded Child Care (i.e., PFCC), & Step Up To Quality (i.e., SUTQ)); manages the rulemaking process from clearance through JCARR hearings to effective date; provides policy & legislative analysis, drafts budget recommendations & monitors the impact of proposed changes on operations, compliance & fiscal resources; manages the biennial budget request & associated spending plans for the bureau/agency division; serves as agency liaison with other DCY divisions, the Ohio Department of Education & Workforce (i.e., DEW), the Ohio Department of Health (i.e., DOH) & other state & county agencies to ensure coordinated implementation of licensing standards & quality initiatives; represents DCY in public forums, stakeholder workgroups & interagency collaborations to advocate for the department's mission, vision & strategic priorities; supervises subordinate administrators &/or managers; makes recommendations & decisions regarding staffing needs.

OR

In Department of Job & Family Services serves as administrator & directs entire operations of multiple human services programs having statewide impact (e.g., Adult Protective Services; Supplemental Nutrition Assistance Program; Temporary Assistance for Needy Families; Ohio Works First; Prevention, Retention, & Contingency; Comprehensive Case Management & Employment Program; The Emergency Food Assistance Program; Commodity Supplemental Food Program) directs the development & implementation of policies, procedures, administrative rules & legislative initiatives to ensure compliance with federal & state regulations; interprets legislation & evaluates fiscal & operational impacts; oversees quality control, management evaluation & fraud prevention efforts by analyzing data, managing reports & coordinating corrective action planning; advises executive leadership & legislators on program & policy matters; oversees the statewide rule promulgation process & maintains policy manuals used by county agencies & stakeholders; directs technical assistance & training to county agencies & internal staff, supports the development of quality control sampling & management evaluation review plans & serves as a liaison with federal partners (e.g., USDA, HHS); supervises subordinate administrators &/or managers.

Manages statewide operations across multiple sections; leads strategic planning, stakeholder engagement, & inter-agency coordination to enhance service delivery & program effectiveness; directs the analysis of program data & anecdotal information to assess effectiveness, compliance, impact & audit support; supports the development of planning documents, requests for proposals & system strategies to ensure operational alignment with regulatory requirements; plans, develops & implements bureau goals & objectives & interprets state & federal regulations; makes recommendations & decisions regarding staffing needs; manages the biennial budget request & associated spending plans for the bureau/agency division.

Acts as liaison with community &/or governmental stakeholders contacts or representatives& confers with federal agency representatives regarding policy matters & program & services; recommends changes in state &/or federal law & agency policies & procedures; represents the agency in public forums, advisory councils & professional associations; monitors progress of external agencies & organizations in meeting established performance standards, recommends corrective steps, & coordinates technical assistance or other resources as needed; promotes customer relations with internal & external customers.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science; human relations; agency & governmental laws, rules & regulations applicable to assigned human services program; program planning for human service organizations; social science research methods & techniques; public relations; human services program & policy analysis; technical writing; supervisory principles & techniques; management; accounting, finance &/or budgeting. Skill in operation of personal computer & applicable software applications. Ability to define problems, collect data, establish facts & draw valid conclusions; deal with many variables & determine specific action; prepare & deliver speeches before specialized audiences; interpret social welfare information & technical materials in books, journals & manuals; handle sensitive inquiries from & contacts with government officials & general public; establish professional atmosphere as administrator.

(\*) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

72 mos. exp. in researching, developing or implementing policies related to human services, social services, health services, public policy or comparable field; 24 mos. exp. in managing delivery of human services program in a governmental, community or private human support services agency; 24 mos. exp. in supervisory &/or managerial principles & techniques.

-Or completion of undergraduate core program in social or behavioral science; 48 mos. exp. in researching, developing or implementing policies related to human services, social services, health services, public policy or comparable field; 24 mos. exp. in managing delivery of human services program in a governmental, community or private human support services agency; 24 mos. exp. in supervisory &/or managerial principles & techniques.

-Or completion of graduate core program in social or behavioral science; 36 mos. exp. in researching, developing or implementing policies related to human services, social services, health services, public policy or comparable field; 24 mos. exp. in managing delivery of human services program in a governmental, community or private human support services agency; 24 mos. exp. in supervisory &/or managerial principles & techniques.

-Or 12 mos. exp. as Human Services Administrator 1, 69457.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel, some of which may include overnight stay.