



PROGRAM ANALYST 3

0862

GENERAL DESCRIPTION OF CLASS

The PROGRAM ANALYST 3 plans, manages, and evaluates Oregon State program(s) and give consultative advice to agency staff, other state agencies, or local government and community organizations. Employees collaborate with other state agencies, government and community organizations or private businesses to plan program services, establish new programs, or maximize resources to achieve similar goals. They develop program standards that others must follow to obtain program funding, work with others to gain agreement on acceptable operational procedures and use of resources, or develop new strategies for program funding.

DISTINGUISHING FEATURES

This is the third level of a four-level professional series. At this level, the program analyst evaluates program outcomes and operations, and develops new methods or standards that guide program operations within and outside the agency. Other agencies use these guidelines to revise their own policies and procedures, or develop program plans to meet state requirements for funding or other program benefits. Participating organizations have similar requirements and objectives.

The Program Analyst 3 is distinguished from the Program Analyst 2 by the responsibility for developing standards of program operation for other organizations under the program's oversight or funding; **AND** directing projects that require the need for planning, including fund development, with other state agencies, local government, community organizations, or private sector businesses.

This classification is distinguished from the Program Analyst 4 by the following features of the higher level: 1) the broad scope and effect of the work; **AND** 2) the need to integrate the program among organizations with conflicting, overlapping or inconsistent requirements or objectives.

DUTIES AND RESPONSIBILITIES

The duties listed are characteristic of the type and level of work associated with this class. Individual positions may do all or some combination of the duties listed as well as other related duties.

1. Program Development

Establish program guidelines, administrative rules, and structure based on new or revised statute. Evaluate and recommend program priorities and strategies to achieve state program goals or to meet funding requirements. Determine program priorities and direction; solve operational problems and develop options to improve operations. Study program operations to revise guidelines for use by other public and community organizations to create their own policies and procedures. Design service delivery processes and procedures for new or expanded programs. Research and evaluate information on standards of practice and service delivery. Establish priorities and objectives to accomplish goals through use of practices and services. Develop incentives to encourage program participation. Recommend legislative concepts to expand or revise program operations. Write administrative rules and policies based on new legislation that guide program operations. Monitor federal budget process to maintain current information on available federal funding. Guide agency staff or members from other organizations in methods of developing applications for financial assistance. Research and identify program-related grant funding; develop complex grant applications and proposals. Manage the grant selection process and interpret selection criteria.

2. Program Administration

Track related legislative bills; testify to committees on affects of proposed legislation; respond in writing and in person to legislative requests for information and report on program progress. Assist in developing plans based on the needs of program recipients. Give technical assistance on changes or improvements to program objectives, using facilities and staff to best advantage, redirecting program service in more productive areas, developing and installing reporting systems. Monitor progress of state and partner organizations; collaborate with program representatives to develop plans that increase program effectiveness. Identify barriers to program participation and design strategies to eliminate barriers. Meet with members from other organizations to help them identify the service population needs, and plan the types of activities which will best meet those needs.

3. Program Evaluation

Evaluate program service problems or successful operational practices, and adapt procedures to improve program operations. Conduct follow-up program evaluation for programs with conditional funding approval; suggest changes in operating procedures or practices; reassign or train staff; eliminate or realign functions; revise program plans or budgets to allow for additional resources. Evaluate program operations, quality of systems and program resources; develop or prioritize resources to improve operations or implement new program policy. Recommend modifications to program operations to support new or changing program priorities; identify and resolve systems that conflict in areas of shared responsibilities. Develop or adapt program guidelines and standards. Review program plans from other jurisdictions to decide compliance with statutory requirements; determine extent to which agencies properly use resources. Negotiate changes in conditions or systems or approve proper methods of administration to bring the plans or proposals into consistency with requirements. Evaluate agency agreements for compliance or for ways to improve program service delivery.

4. Building Collaborative Partnerships

Develop and maintain relationships with members from local agencies community organizations and various program stakeholders; foster collaborative community-based projects to implement program services. Develop promotional and communication plans designed to maintain positive relationships with the public, program stakeholders, other agencies and related service programs. Develop strategies for leveraging funding and minimizing financial risk to state and partner program agencies. Solve problems and issues by coordinating actions across organizational lines. Represent the state on local and national work groups related to the program.

RELATIONSHIP WITH OTHERS

The Program Analyst 3 has regular contact with other state agency staff members, the public, individuals from local jurisdictions and other community organizations in writing, by telephone, and in person. Employees do this to plan program services, solve problems, negotiate remedial agreements to gain alignment with funding requirements, solve service delivery problems, or to give consultative advice. They occasionally contact individuals from the federal government or other funding organizations to solicit funding or build relationships. Some position work requires occasional in-person, written or telephone contact with legislative committee members to respond to requests for information.

SUPERVISION RECEIVED

The Program Analyst 3 works under general supervision. The supervisor gives guidance during the time he or she is developing the project or program plan. After approval, the employee proceeds with considerable independence and functions in all aspects of the assignment within the limits of acceptable

practices and administrative policy. Typically, the employee will request help from the supervisor on difficult technical problems involving the application of new or questionable techniques and methods. The supervisor rarely changes decisions and recommendations. Final products are reviewed for soundness of judgment, recommendations and consistency with agency objectives.

KNOWLEDGE AND SKILLS (KS)**Extensive knowledge of:**

Business and management principles involved in planning, resource allocation, leadership technique, production methods and coordination of people and resources.
Principles and processes for providing customer and personal services such as customer needs assessment, meeting quality standards for services, and the evaluation of customer satisfaction.
Principles and methods of data collection, analysis and evaluation.
Automated data systems and associated software such as spreadsheets, word processing or information tracking data bases.
Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
Human behavior and performance; including individual differences in ability, personality and interests; learning and motivation.
Media production, communication and dissemination techniques and methods including alternative ways to inform through written, oral and visual media.

General knowledge of:

Methods and techniques of building community or business alliances and partnerships to leverage resources.
Principles, methods and techniques of community program development, implementation and monitoring.
Methods and techniques of grant writing.
Funding and grant sources related to the program area of assignment.
National trends and research affecting the area of program specialty.
Principles and techniques of training individuals and groups and the measurement of training effects.
Common business record keeping methods.

Skill to:

Apply the principles and processes of administering a service- based program.
Evaluate program operations typical to the area of assignment.
Write effective grant proposals.
Bring together diverse or opposing groups and individuals, and work through to a mutually acceptable solution.
Handle complaints, mediate disputes or otherwise negotiate with individuals.
Establish long range objectives and specify the strategies and actions to achieve those objectives.
Talk to others to effectively convey information one-on-one or before public groups.
Actively look for ways to help people.
Give full attention to what other people are saying, take time to understand the points being made, ask appropriate questions, and not interrupt at inappropriate times.
Motivate, develop and direct people as they work and identify the best people for the job.
Communicate effectively in writing for the needs of the audience.
Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Decide how money will be spent to get the work done and account for those expenditures.
Identify complex problems and review related information to develop and evaluate options and implement solutions.
Select and use training or instructional methods and procedures appropriate for the situation when learning or teaching new things.
Manage one's own work time and the time of others.

Identify measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
Persuade others to change their minds or behavior to accomplish program objectives.
Consider the relative costs and benefits of potential actions to choose the most appropriate one.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 10/2005

Revised

STATE OF OREGON
Dept. of Administrative Services
Human Resource Services Division