

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

HUMAN SERVICES AREA COORDINATOR

I. INTRODUCTION

A. Purpose of this Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to professional positions located at the Department of Health Services and the Department of Children and Families responsible for coordinating areas of a human service program(s). This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the "best fit" of the duties within the existing classification structure. The "best fit" is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses professional positions located at the Department of Health Services and the Department of Children and Families. These positions are responsible for coordinating human services programs. They are also responsible for providing program, administrative, and fiscal support to agencies, local departments of human services, social services, and community programs or providing program, administrative, contract, quality and fiscal oversight of Aging and Disability Resource Centers and Managed Care Organizations.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions that meet the statutory definitions of supervisor or management as defined in s.111.81(9) and (13), Wis. Stats., and as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions that are not employed at the Department of Health and Family Services or the Department of Children and Families.
3. Positions that are more appropriately identified by other classification specifications.

#### D. Entrance into this Classification

Employees enter this classification by competition.

## II. DEFINITIONS

Allocated to this level, under general supervision, are positions at the Department of Health Services (DHFS) and Department of Children and Families (DCF) which are responsible for coordinating areas of a human services program(s). [Areas may be geographic or programmatic.] Positions frequently work with new initiatives, develop or provide technical assistance to implement policies and procedures, coordinate division level programs, cross bureau/agency lines, and represent management.

### **Representative Positions:**

DCF Field Operations Coordinator: Responsible for developing and managing a statewide planning and implementation process for Division programs and policies; managing, designing, developing and implementing a plan to ensure support agencies statewide are in compliance with federal court decisions; developing, designing, and conducting special economic support studies; managing contractual relationships with county, tribal, public and private agencies; and assisting in coordinating regional offices.

DCF Regional Administrator: This position provides fiscal and program oversight, and regional administrative services related to Wisconsin Works (W-2), Child Care, Child Support, or other related work programs to departments of social services, departments of human services, W-2 agencies, or other agencies with which the Department of Children and Families contracts in the specified geographic area. These positions plan, direct and coordinate the provision of contract management, provide technical assistance, program and policy interpretation to local agencies; monitoring and evaluation of local programs for compliance with state and/or federal rules, guidelines and policies; establish corrective action plans as needed to maximize the benefit of services provided; and participate in the identification and formulation of needed policy and program changes.

DHS Human Services Regional Coordinator: This position specializes in Adult Services or Eligibility, provides program, administrative, and fiscal oversight to local agencies delivering all contracted services in the areas of long-term care, adult protective services, acute crisis care, substance abuse, mental health, developmental disabilities, elderly services, and economic support services in the area of FoodShare (FS) and Medical Assistance (MA), as administered by the DHS. These positions provide information, technical assistance and program and policy interpretations to local agencies; monitor and evaluate local programs for compliance with state and/or federal rules, guidelines and policies; assist in planning and implementing corrective action to maximize the benefit of services provided; and participate in the identification and formulation of needed policy and program changes.

DHS Family Care Regional Coordinator: Responsible for providing state oversight of programs that demonstrate consumer-responsive ways of reforming the health and long-term care systems in Wisconsin by providing program and administrative support to Managed Care Organizations (MCOs), the counties they operate in, managed care contract agencies, Tribal agencies and other providers of Department programs and services in assuring individuals have access to all needed supports and services. Incumbents serve as the primary point of contact between assigned MCOs and DHS, with primary responsibility for assuring the MCOs are meeting contracted Department program requirements and continually improving its performance in meeting the outcomes of its members. Positions provide administrative consultation in quality improvement activities, compliance with performance and outcome standards to assure that services are integrated, available, accessible and efficiently delivered.

DHS ADRC Regional Quality Coordinator: Responsible for providing state oversight of and assessing compliance with contract and quality standards and improving quality in assigned Aging and Disability Resource Centers (ADRCs) by providing effective program and administrative guidance to, and oversight of, the ADRC's operations, as they affect and relate to the quality of services provided by the ADRC. Incumbents serve as the primary point of contact between and among assigned ADRCs and DHS with primary responsibility for outcomes assuring quality and efficiency of service delivery, consumer focus, accuracy of information given and consistency in ADRC services delivered. Incumbent work closely with the counties they operate in, managed care organizations, Tribal agencies and other providers of Department programs and services in assuring quality services for individuals served by the ADRC.

DHS Organ/Tissue Donor Promotion Director: Responsible for providing leadership to foster collaborative environments for the development and implementation of the statewide organ/tissue donor promotion initiatives and partnerships with other statewide efforts to promote access to organ/tissue transplantation and to increase awareness of organ/tissue transplantation issues and related prevention efforts for all population groups in the state.

DHS Food Security Coordinator: Responsible for planning, developing, administering, and implementing initiatives to provide food security and food assistance to low-income individuals in communities across the state to reduce the effects of hunger by assuring service delivery by local agencies that mobilize community resources and empower individuals to become food secure.

DHS Youth Development Specialist: Responsible for directing and managing the design, planning, development, implementation and ongoing evaluation of the existing and emerging resources and services aimed at healthy youth development resulting in the prevention or reduction of: illegal use or abuse of substances among youth; adolescent violent or delinquent behavior; adolescent pregnancy; harm to children and youth as a result of abuse and neglect, and other preventable youth risk behaviors.

DHS Tobacco Prevention And Control Coordinator: Responsible for directing the integrated development and implementation of performance-based contracts, media campaign, an advisory group, funding, and specific policy development. The position functions as the lead for all tobacco prevention activities and has primary responsibility for planning, implementing, and evaluating all tobacco prevention and control program areas.

### **III. QUALIFICATIONS**

The qualifications required for these positions would be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

### **IV. ADMINISTRATIVE INFORMATION**

This classification was created effective August 3, 1997 and announced in Bulletin CC/SC-68 as a result of the Professional Program Support Survey to describe positions that were formerly classified as Administrative Assistant 5 or Administrative Officer 1.

This classification was modified effective May 2, 2004 and announced in Bulletin OSER-0028-MRS-SC to add additional representative positions for the Department of Health and Family Service and the

Department of Workforce Development. These additional duties were formally performed under the Assistant Area Administrator classification.

The classification was modified effective September 14, 2008 and announced in bulletin OSER-0221-MRS/SC as a result of the creating of the Department of Children and Families and the movement of these functions to that department and the renaming and reorganization of DHFS to the Department of Health Services.

JAB/DMS  
PLW  
07570