



## **PROGRAM ANALYST I, II, III**

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under administrative direction, to provide project coordination and data analysis of performance measures for quality improvement of all Tri-City programs; to plan, organize and to implement quality improvement activities of all assigned programs across the agency. Perform other duties as required.

### **DISTINGUISHING CHARACTERISTICS:**

The Program Analyst consists of three levels of journey and advanced jobs in the Program Analyst job series. Incumbents work under the supervision of the Program and Outcomes Analyst Supervisor to ensure data quality and improvement for all projects and programs. The difference in the three classifications is that the II conducts more advanced data analysis and the III is able to lead and develop projects independently requiring more experience and greater knowledge of data analysis.

Advancement within this class series is not automatic. Based on the assigned duties, organizational structure, demonstrated level of proficiency/work performance, and budgetary authorization, a position may remain at the Program Analyst I, II, and III indefinitely.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

#### **Program Analyst I, II, & III**

- Facilitate the process for the development of agency and program performance measures.
- Acquire data from primary or secondary data sources and maintain databases/data systems.
- Develop and implement databases, data collection tools/systems, data analytics and other strategies that optimize data efficiency and quality.
- Review of data files and databases for accuracy and completeness.

- Create reports to be used for agency-wide program development, implementation and improvement.
- Prepare data to assist in required quarterly reports, annual updates, and other analyses and evaluations for all agency programs.
- Assist in the development of work products necessary for all phases of programs.
- Responsible for developing, arranging, leading and coordinating trainings and meetings to plan and review quality improvement projects and outcomes data.
- Maintain records and documentation of assigned program activities and events.
- Ensure confidentiality and integrity of Protected Health Information (PHI) of clients served by Agency to comply with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Data entry of program data into required databases.
- Review of databases to determine that needed assessments and measures are submitted in a timely manner.

Program Analyst II: In addition to the above:

- Identify the best method of data collection, data analysis, and data reporting.
- Interpret data, analyze results using statistical techniques and provide ongoing reports.
- Identify, analyze, and interpret trends or patterns in data sets.
- Recommend relevant program updates and improvements based on data collected and analysis to correspond with agency and community needs, funding and available resources.
- Serve as a contact for the agency regarding data collection and reporting needs.

Program Analyst III: In addition to the above:

- Lead and design new projects.
- Develop new quality improvement programs.
- Serve as a team lead in the absence of supervisor.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education, Training, and Experience:**

#### Program Analyst I:

Requires a Bachelor's degree in clinical research, public administration, mental health, business administration or a related field. One year experience in health services administration, mental health, local government or related field with emphasis in policy and program planning within health or mental health.

#### Program Analyst II:

Requires a Master's degree in clinical research, public administration, mental health, business administration or a related field. Three years' experience in health services administration, mental health, local government or related field with emphasis in policy and program planning within health or mental health.

#### Program Analyst III:

Requires a Master's degree or Ph.D. in clinical research, public administration, mental health, business administration or a related field. Five to seven years' experience in health services administration, mental health, local government or related field with emphasis in policy and program planning within health or mental health.

### **Licensure/Registration/Certification:**

None required.

### **Knowledge of:**

- Tri-City policies, procedures, processes and regulations, and guidelines.
- Mental health system of care—system of care improvement.
- Mental Health Services Act.
- Principles of research, analysis, and report preparation.
- Principles and practices of program evaluation.
- Principles of data collection and data software.
- Results-Based Accountability and other models of quality improvement practices.

### **Skill to:**

- Create queries; write reports, and present findings.
- Operate a personal computer and use a variety of software programs.

- Use a participatory style in reaching solutions to problems.
- Facilitate groups to develop and implement recommendations.
- Manage, track, and report on multiple, complex projects.
- Analyze data for program evaluation, development, and improvement.
- Work collaboratively and effectively with a team of colleagues and/or community partners.

**Ability to:**

- Produce analyses and documents using a variety of software programs.
- Compile materials and prepare reports independently.
- Communicate effectively, both verbally and in writing.
- Analyze and interpret data to make sound procedural recommendations, to implement effective solutions, and to prepare complex reports.
- Understand and carry out verbal and written instructions.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Prepare clear, accurate, and concise reports.
- Function with minimal supervision.
- Adapt to new program models as needed.

**Special Requirements:**

- Possess and maintain a current valid California Driver License, a satisfactory driving record, and a properly registered and insured vehicle.
- Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.
- In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

**PHYSICAL STANDARDS:**

The position requires prolonged sitting, reaching, twisting, turning, bending, stooping, lifting, and carrying paper and documents weighing up to 15 pounds in the performance of daily activities; body mobility to move from one work area to another, and operate a vehicle; grasping, repetitive hand movement and fine coordination in preparing reports, data entry, and using a computer keyboard; vision sufficient for observing work performed, reading correspondence and reports, statistical data, computer screen and other standard text; and communicating with others on the phone, in person, and in meetings.