

BUNCOMBE COUNTY

PROGRAM CONSULTANT I

GENERAL STATEMENT OF DUTIES

Performs professional work collaboratively with the Justice Resource Collaborating Counsel (JRCC) to enhance the efficiency and effectiveness of the Buncombe County criminal justice system with an emphasis on programs and policies that divert non-violent offenders to supportive services and community based outcomes.

DISTINGUISHING FEATURES OF THE CLASS

Positions in this class provide consultative work in planning, developing and administering community resources, quality assurance programs and state programs. Work involves providing technical assistance and consultation to management and staff on the interpretation and application of quality of care standards and certification requirements. Work also involves developing assessment tools/data collection methods and integrating these with patient care and administrative records systems in order to identify service delivery and compliance problems. Positions assess delivery/compliance issues, advise management and staff during development of action plan, monitor implementation of plan and serve as representatives for agency in certification negotiations. Positions may supervise support/program staff. They may supervise medical records and/or other key functions as part of the quality assurance process. Positions may be involved with collection of data.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

- Provide logistical and staff support to the JRCC.
- Coordinate the planning and implementation of JRCC initiatives and activities.
- Identify and/or develop new programming to meet system gaps and new funding sources to support the justice system.
- Work with Planner/Evaluator staff to evaluate fiscal and programmatic performance outcomes of the justice resource system and ensure accurate and timely fiscal reporting.
- Work with Business Intelligence staff to employ data driven decision making.

ADDITIONAL JOB FUNCTIONS

- Coordinate, evaluate and monitor assigned performance based contracts and ensure compliance. Work collaboratively with multiple County departments to develop strategic work plans, policies and procedures consistent with the JRCC mission and goals.
- Provide professional consultation for JRCC and other governing committees and subcommittees as necessary and ensure effective and efficient operational logistics.
- Assists JRCC committees and subcommittees with the development and posting of agendas, meeting minutes, and other correspondence.
- Collaborate with governmental, judicial, and private agencies to coordinate services and assist in the resolution of problems, questions, or requests related to services

provided.

- Obtain and analyze data on existing County criminal and juvenile justice programs, including alternatives to incarceration programs in order to promote a range of productive and rehabilitative options for use by the criminal justice system.
- Research and analyze critical issues identified and recommend programmatic, policy, procedural, or legislative changes to criminal justice practices and procedures in the County, incorporating concepts of continuous quality improvement and implementation of evidence-based best practices.
- Monitor contracts, services, costs, and other factors among JRCC programs to identify problems and areas of duplication and recommend refinements.
- Administer grant and contract preparation and submission among requesting County departments and ensure compliance.
- Research grant funding options and prepare and submit grants in a timely fashion.
- Provide oral and written presentations to the JRCC, the County, and the community
- Maintain communication and ongoing proactive working relationships with stakeholders and partners in the community.
- Performs related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of local criminal justice systems and county government. Preference given to law degree, though not required.
- Knowledge of principles, practices, procedures and philosophies of public administration, health and behavioral health systems, community based services.
- Knowledge of ethical guidelines applicable to the position as outlined by professional standards, federal, state and local laws or ordinances.
- Knowledge and understanding of County, State court, and criminal justice systems, their agencies and their processes.
- Excellent organizational and interpersonal skills.
- Skill in data collection and analysis, with the ability to develop and effectively present information clearly and in a compelling manner.
- Skill in the preparation, presentation and administration of budgets.
- Skill and proficiency with Microsoft Word, Excel, and PowerPoint.
- Ability and skills to develop, recommend, and implement effective plans and programs and objectively evaluate progress toward goals and timetables.
- Ability to work as an effective and collaborative team player.
- Ability to write and speak effectively, including the ability to conduct effective meetings.
- Ability to establish and maintain effective relationships with government officials, union officials, employees and the general public.
- Ability to provide interactive, dynamic communication with governance body.
- Ability to use established research methodology to test hypotheses and present findings.
- Communicate clearly and effectively both orally and in writing.
- Maintain knowledge of the agency organizational rules, policies, procedures, services

and mission.

- Plan, prioritize, and organize work effectively to produce quality work with measurable results and within identified deadlines.
- Interact with other employees, customers and partners with professionalism and cultural competency.
- Work effectively and efficiently as a team contributor including interacting, communicating and coordinating work efforts with other employees and organizations to accomplish a common task.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.
- Function in highly stressful circumstances and demonstrate the ability to adapt to changing priorities, deadlines and directions.
- Conduct business in an ethical manner at all times while maintaining a high level of professionalism and confidentiality.
- Safely and successfully perform the essential job functions consistent with ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Maintain regular, punctual attendance consistent with ADA, FMLA and other federal state and local standards.

DESIRABLE EXPERIENCE AND TRAINING

Bachelor's degree in an appropriate field and three years of experience related to the program field, or an equivalent combination of training and experience.