

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Health and Human Services Administrator

---

---

### Definition

Administers an established major division of the Department of Health and Human Services and engages in strategic and policy matters to oversee administrative activities of all assigned program areas; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Supervises and evaluates the work of direct reports; effectively recommends personnel actions relating to selection, disciplinary procedures, performances, leaves of absence, grievances, work schedules, and assignments, and administers personnel policies and procedures.

Establishes long-range program requirements/objectives and continuously evaluates organizational performance in meeting those objectives; identifies/structures the direction programs should take to provide necessary outcomes.

Reports on program accomplishments and justifies critical and far-reaching program changes; provides authoritative advice to the director on matters of key importance to agency goals, programs, and mission.

Collaborates with department director and other senior leadership on operational problems that influence agency management and organization and recommends solutions including the need to modify, start or abandon major projects; provides input on new or revised legislation, regulations, etc.; recommends solutions to financial and administrative problems.

Develops/maintains working relationships with a broad spectrum of key officials outside of the immediate organization to gain executive, legislative, and related support for management decisions on program priorities and goals; resolves administrative and program problems not covered by policies or precedent.

Reviews, modifies, or rejects changes in functions, structure, position design, staffing levels, and related actions proposed by direct report managers; establishes functional work activities and organizational relationships to meet specific goals and objectives.

Identifies the direction programs should take to most effectively deliver products/services to customers and develops long range program goals/objectives to meet this need; continuously evaluates organizational performance in meeting established program goals/objectives.

### Competencies Required

Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production

methods, and coordinating people and resources.

- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- English Language – Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Economics and Accounting – Economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, and agency rules.

Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Coordination – Adjusting actions in relation to others' actions.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

- Social Perceptiveness – Being aware of others’ reactions and understanding why they react as they do.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.

### **Minimum Qualification Requirements**

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a bachelor’s degree in public administration, social work, psychology, human services, or business management and experience equal to seven years of full-time management/executive-level work in human services including child welfare, social work or services, healthcare, hospital or health system administration, or business.
- 2) A total of eleven years of education and/or full-time experience (as described in number one), where one year of full-time experience equals 30 semester hours of education (maximum substitution of four years).
- 3) A total of eleven years of education and/or full-time experience (as described in number one), where 18 semester hours of accredited college or university graduate-level course work in a management-oriented curriculum (e.g., public or business administration) equal one year of full-time experience (maximum substitution of two years).
- 4) A total of eleven years of education and/or full-time experience (as described in number one), where 24 semester hours of accredited college or university graduate-level course work in a special program curriculum (e.g., social work or data processing) equal one year of full-time experience (maximum substitution of two years).
- 5) Current, continuous experience in the state executive branch that includes experience equal to two years of full-time work as a Public Service Executive or comparable management-level position.
- 6) Current, continuous experience in the state executive branch that includes experience equal to four years of full-time work as a Public Service Manager 2 or comparable management-level position.

*Effective date: 10/22 SA*