



EDWARD M. BIRN
Director (Direktot)
BERNADINE C. GINES
Deputy Director (Sigunda Direktot)

**DEPARTMENT OF
ADMINISTRATION**
DIPATTAMENTON ATMENESTRASION
HUMAN RESOURCES DIVISION
(Dibision Inadilanto yan Guinaha Para Taotao)
Telephone (Telifon): (671) 475-1288/1103 • Fax (Faks): (671) 477-3671



LOURDES A. LEON GUERRERO
Governor (Maga'håga)
JOSHUA F. TENORIO
Lt. Governor (Sigunda Maga'låhi)

October 5, 2022

HRD No: 22-487

MEMORANDUM

TO: Personnel Services Administrator, Human Resources Division
FROM: Personnel Specialist III, Classification and Pay Branch
SUBJECT: Notice of Proposed Classification Specification Amendment
RE: Human Services Program Administrator

Buenas yan Håfa Adai! This is written to respectfully request approval to amend the classification specification for the "Human Services Program Administrator," currently identified in the government of Guam's Classification and Compensation Class List as follows:

Human Services Program Administrator – **Class Code No.: 3.080**
Category IV: Professional & Para-Professional Social Services,
Education and Related
Sub-Category A: Community and Social Services

By memorandum dated August 12, 2022, the Director, Department of Public Health and Social Services, requested to create the position of "Children's Services Program Administrator" for the Bureau of Child Care Services. The request was made to address the need to hire a program administrator for the newly established Division of Children's Wellness (DWC) pursuant to Executive Order No. 2021-26, signed by the Governor of Guam on October 29, 2021. The DWC is comprised of the Bureau of Social Services Administration (BOSSA) and the Bureau of Child Care Services (BCSS), which were previously under the Division of Public Welfare.

Based on our review of the documents provided, in keeping with the department's organizational structure and duties and responsibilities identified for the position, it is our recommendation not to create the "Children's Services Program Administrator", but rather, to amend the existing "Human Services Program Administrator" position to include the Division of Children's Wellness as follows:

"NATURE OF WORK IN THIS CLASS:

Administer an island-wide human service program with a bureau under the Division of Public Welfare **or the Division of Children's Wellness**, Department of Public Health and Social Services."

The Hay Evaluation will not be impacted and remains as follows:


POSITION TITLE	KNOW-HOW	PROBLEM SOLVING	ACCOUNTABILITY	TOTAL POINTS	PAY GRADE
Human Services Program Administrator	F II 3 350	E 4 43% 152	E 4 C 200	702	R

Upon approval of this request, the Classification Branch will cause copies of the attached proposed amended job specifications to be posted on the Department of Public Health & Social Services and the Department of Administration's respective websites, for a period of ten (10) work days (Saturdays, Sundays and government of Guam holidays excepted) [4 GCA §6303(c)(2)]. Additionally, electronic copies will be provided to the various local media.

We look forward to your response. If you have any questions or require further information, please do not hesitate to contact the Classification Branch at 475-1131/1201/1265. *Dangkolo na Agradесimiento!*


CATHERINE L.P. BORJA

Attachment

<input checked="" type="checkbox"/> APPROVED
<input type="checkbox"/> DISAPPROVED
 SHANE G.L. NGATA, Personnel Services Administrator Human Resources Division
Date: <u>10/6/22</u>



LOURDES A. LEON GUERRERO
GOVERNOR, MAGA'HAGA'

JOSHUA F. TENORIO
LT. GOVERNOR, SIGUNDO MAGA'LAHI

GOVERNMENT OF GUAM

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT



ARTHUR U. SAN AGUSTIN, MHR
DIRECTOR

LAURENT SF DUENAS, MPH, BSN
DEPUTY DIRECTOR

TERRY G. AGUON
DEPUTY DIRECTOR

AUG 12 2022



Memorandum

To: Director, Department of Administration

From: Director, Department of Public Health & Social Services

Subject: Request to Establish New Positions - Children's Services Program Administrator for the Bureau of Child Care Services (BCCS)

Executive Order No. 2021-26, signed by the Governor of Guam on October 29, 2021, established the Division of Children's Wellness (DCW) within the Department of Public Health & Social Services and is comprised of the Bureau of Social Services Administration (BOSSA) and the Bureau of Child Care Services (BCCS).

I am requesting review and approval to establish two new classified positions for the recently established Division of Children's Wellness (DCW).

The Children's Services Program Administrator oversees each bureau's program objectives and responds directly to the Chief of DCW. The current position held by the Administrator at BOSSA is the Human Services Program Administrator (HSPA). As per suggestion from Ms. Catherine Borja, Personnel Specialist at the Department of Administration, the HSPA position title does not apply to DCW since it is specific to the Division of Public Welfare. Thus, creating this new position is essential to meet the needs of DCW.

Attached are the job descriptions and the position description questionnaires for your review.

If you have any questions or need additional information, contact Liza Ann Camacho, Interim Personnel Officer, at 671-922-2519 or email lizaann.camacho@dphss.guam.gov.

Your immediate attention to this request is appreciated.

 8/12/22

ARTHUR U. SAN AGUSTIN, MHR

Attachments

RECEIVED

SEP 23 2022

2:11 PM

Department of Administration
Director's Office



HUMAN SERVICES PROGRAM ADMINISTRATOR (PROPOSED)

3.080

NATURE OF WORK IN THIS CLASS:

Administers an island-wide human services program within a bureau under the Division of Public Welfare or the Division of Children's Wellness, Department of Public Health and Social Services.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Administers human services programs that promote the general welfare of its clients or programs that evaluate the quality of human service programs.

Determines program priorities and direction in compliance with appropriate laws, policies, resources and human service needs.

Develops and oversees program, policies, plans and procedures.

Prepares state plans and/or grant applications for federal grant-in-aid programs. Negotiates contracts and interagency agreements.

Provides consultation and professional expertise in appropriate area of specialty.

Collaborates with human service professionals, community groups and the public in identifying human service or social welfare needs, developing a social welfare plan, coordinating and mobilizing community resources or evaluating the delivery of human services.

Prepares bureau budget in accordance with laws and administrative guidelines

Maintains records and prepares reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the principles, practices, and techniques of Social Welfare and Public Administration.

Ability to plan and administer comprehensive human service programs.

Ability to interpret, apply and make decisions in accordance with federal and local laws, regulations, policies and other program guidelines.

Ability to prepare state plans and grant applications.

Ability to provide professional consultation in an appropriate area of specialty.



HUMAN SERVICES PROGRAM ADMINISTRATOR (PROPOSED)

3.080

Ability to prepare the bureau budget in accordance with law and administrative guidelines.

Ability to work effectively with employees and the public.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

- a) Three (3) years of experience in human service administration work, two (2) years of supervisory experience, and graduation from a recognized college or university with a Master's Degree in the field of human services; or
- b) Any equivalent combination of experience and training beyond the Bachelor's degree which provides the minimum knowledge, abilities and skills.

AMENDED: OCTOBER 2022

ESTABLISHED: JULY 1986

PAY GRADE: R

HAY EVALUATION:	KNOW-HOW:	F II 3	350
	PROBLEM SOLVING:	E 4 43%	152
	ACCOUNTABILITY:	E 4 C	<u>200</u>
	TOTAL POINTS		702

This standard revises and supersedes the standard established in July 1986.

EDWARD M. BIRN, Director
Department of Administration

LOURDES A. LEON GUERRERO
Governor of Guam

DEPARTMENT OF ADMINISTRATION POSITION DESCRIPTION QUESTIONNAIRE

I. IDENTIFICATION

Official Position Title: <u>Children's Services Program Administrator</u>		Official Position No.: _____	
Job Location: <u>Public Health & Social Services</u>	<u>Department of</u> (Department/Agency)	<u>Division of</u> <u>Children's Wellness</u> (Division)	<u>Bureau of Social Services Administration</u> (Section/Unit)
Name: _____			
Last	First	Middle Initial	
Pay Grade: <u>R</u>	<input checked="" type="checkbox"/> [X] Classified	<input type="checkbox"/> [] Unclassified	<input checked="" type="checkbox"/> [X] Position Vacant
Supervisor: _____		<u>Chief Children's Services Administrator</u>	
(Name of Direct Supervisor)		Title of Supervisor	

II. DESCRIPTION OF DUTIES

Duty NO. or % of Time	ESSENTIAL FUNCTIONS: Organize and list duties and responsibilities that MUST be performed. List duties in one of the formats below. <ul style="list-style-type: none"> (1) The daily work assignments, beginning with the first duty and ending with the last duty for the day. (2) Percentage of time and show % for each (total % equals 100%). (3) Order of importance, beginning with the most important. Mark (✓ or X) one format only: <input type="checkbox"/> (1), <input checked="" type="checkbox"/> (2), <input checked="" type="checkbox"/> (3).
40%	PROGRAM ADMINISTRATION: Administers an island-wide Children's Services Program within the Bureau of Child Care Services, Division of Children's Wellness of the Department of Public Health and Social Services. Directs the administration of the bureau in providing Child Care and Development Fund (CCDF) program assistance on island for eligible low-income working families, and child care providers; Monitoring of Placement, Licensing and Certification and Monitoring of Child Care Providers; Family Preservation and Support Services; Prevention and Outreach of services; support Services for Guam Employment and Training Program; Job Opportunity and Basic Skills Program; Program Management and Administrative Support Sections for the bureau. Conducts oversight and administration of the CCDF program and ensure all activities meet CCDF rules and regulations. Ensures implementation and monitoring of all services. Ensures that all aspects of the program operations are supported with resources and training to ensure that services are being provided.
25%	PROGRAM PLANNING, COORDINATION AND DEVELOPMENT: Determines program priorities and ensure compliance with existing laws, policies and other regulations. Reviews regulations to ensure interpretation for the development of policies. Submits and prepare all required reports for both federal and local submissions. Prepares state plans, reports, corrective action plans, legislative testimonies, correspondences and other reports for the bureau and department. Prepares Memorandum of Understanding or Agreements to effectuate protocols for the mutual delivery of services for programs in the bureau. Prepares the budgets for the bureau. Collaborates, coordinates, plans, consults and networks with other professionals, service providers, community groups and the public in planning and developing services or resources for the delivery of services to programs.

	Makes contacts, confer and consult with federal and local representatives as it pertains to program funds, regulations, etc.
	Serves and participate in councils, task forces, boards, planning committee's and Guam delegations to provide representation, develop and plan for programs, services, legislation and policies.
25%	SUPERVISION:
	Provides support, guidance and direction to the 30+ employees in the bureau.
	Provides immediate supervision to all direct service supervisors in addition to a direct service program and staff.
	Oversees and conducts the interviews for recruitment of staff.
	Participates and conducts the orientation and training of staff.
	Conducts the Work Plan and Performance Evaluations of staff in addition to the preparation and development of the Employee's Individual Development Plan.
	Handles and conduct oversight on those complaints or issues of concerns as it pertains to personnel.
	Conducts reviews of reports, cases and other documents that require supervisory approvals or concurrence.
	Provides consultation and make decisions that are necessary in the management of cases.
	Conducts general staff meetings and management meetings to keep staff informed and plan for program goals and objectives.
10%	ADDITIONAL FUNCTIONS
	Serves in acting and/or detailed assignments to positions that require coverage.
	Provides representation for the Director or Chief or department in special meetings or committees.
	Provides coverage for supervisors who are absent or unavailable for their program staff.
	Provides appearances in court when subpoenaed, summoned or to provide testimony or representation.
	NON-ESSENTIAL OR ADDITIONAL FUNCTIONS: List duties and responsibilities not listed above that may be performed, as assigned.
	Participates in meetings, workshops, and trainings related to the program.
	Serves as the acting Division Chief in absence of Chief Administrator, when assigned
	Conducts special projects or trainings as assigned.
	Performs other related duties as assigned.

III. CONTACTS: Departments, agencies and individuals you deal with during the course of your daily activities.

<p>A. Within your department / agency. Mark (X or √) one box:</p> <p> <input type="checkbox"/> None <input type="checkbox"/> Up to 15% of total working hours <input type="checkbox"/> 15 – 50% of total working hours <input checked="" type="checkbox"/> Over 50% </p>			
<p>B. Outside your department / agency. Mark (X or √)</p> <p> <input type="checkbox"/> None <input type="checkbox"/> Up to 15% of total working hours <input checked="" type="checkbox"/> 15 – 50% of total working hours <input type="checkbox"/> Over 50% </p>			

IV. SUPERVISION RECEIVED: How closely is the employee's/jobholder's work reviewed by the direct supervisor?
Mark (X or √) one correct response.

<input type="checkbox"/>	Detailed and specific instructions / procedures received or followed for each assignment.
<input type="checkbox"/>	General Supervision – Routine duties are performed with minimal supervision. Standard practices or procedures allow employee to function alone at routine work. Supervisor makes occasional check of work while in progress. Work is reviewed upon completion.
<input type="checkbox"/>	Direction – Receives guidance about general objectives in most of the tasks and projects assigned; determines methods, work sequence, scheduling and how to achieve objectives of assignments; operates within policy guidelines. (Generally applicable to skilled professionals, supervisors and managers.)
<input checked="" type="checkbox"/>	General Direction – Receives very general guidance about overall objectives; work is usually quite independent of others; operates within division or department policy guidelines, using independent judgment in achieving assigned objectives. (Generally applicable to managers / administrators in large and complex organizations and to department / agency heads and their first assistants.)

V. SUPERVISION EXERCISED: The employee/jobholder supervises other employees. List the number of employees supervised, their position titles, and a brief description of their responsibilities.

Number Supervised	Position Title	Description of Responsibilities
2	Program Coordinator IV	Develops program plans and annual State Plans for the bureau's federal and local programs. Coordinates and collaborates with other agencies for program effectiveness.
1	Management Analyst IV	Provide immediate supervision regarding administration and oversight of the Program Management Section of the bureau.
1	Administrative Officer	Oversees the Administrative section. Manages the administrative matters which includes but is not limited to payroll, personnel, fiscal and procurement for the Bureau. Coordinates the preparation and administration of the bureau's budget.

- VI. **EQUIPMENT:** List the equipment (pickup truck, welder, crane, etc.), office machines (word processor, calculator, copying machine, etc.), or any other machines, tools or devices that are used on a regular and continuing basis. Show what percentage of the regular workday is spent using each.

TOOLS / EQUIPMENT	PERCENT (%) OF TIME FOR EACH
Computer	50%
Telephone/Cellphone	30%
Copying Machine	5%
Fax Machine	5%
Calculator	10%

VII. **JOB REQUIREMENTS**

- ☐ Mark (✓ or X) here if jobholder is unable to complete this section. The direct supervisor will then complete this section for the jobholder.

- A. **MINIMUM QUALIFICATION REQUIREMENTS:** List the minimum experience and training a qualified applicant must have before employment.

1. WORK EXPERIENCE: List the general, specialized and/or supervisory / management work experience needed and how much (in months and/or years). If none, mark (✓ or X) "No work experience required."	
<input type="checkbox"/> No work experience is required.	
General: Experience in Children's Services Administration Work	3 years
Specialized: Experience in Supervisory Work	2 years
Supervisor / Management:	
If no work experience is required, list the knowledge, abilities and skills a qualified applicant needs before employment to perform the essential job functions.	
2. FORMAL EDUCATION OR TRAINING: Mark (✓ or X) the most applicable education level required.	

a. ☐ Below High School – Show Number of Years _____

b. ☐ High School Graduation / GED

c. ☐ Vocational / Technical School

Show specific training that is required by this position.

d. ☐ Some College

Show number of ☐ Semester Hours _____ or ☐ Quarter Hours _____.

Show specific courses required by the essential functions of this job.

e. College Degree (Show major area of study required.)

☐ Associate's : _____

☒ Bachelor's: Degree in Behavioral or Social Services from a recognized college or university or

☒ Master's: Degree in Human Services

☐ Beyond Masters: _____

3. CRITICAL SKILLS / EXPERTISE: List specialized skills or specialization needed to perform essential functions.

Knowledge of the principles, practices, and techniques of Social Welfare and Public Administration; Ability to plan and administer comprehensive children's services programs; ability to interpret, apply and make decisions in accordance with federal and local laws, regulations policies and other program guidelines; Ability to prepare state plans and grant applications; Ability to prepare the bureau budget in accordance with law and administrative guidelines; Ability to provide professional consultation in an appropriate area of specialty; Ability to work effectively with the employees and the public; Ability to communicate effectively; orally and in writing; Ability to maintain records and prepare report.

4. LICENSE, REGISTRATION OR CERTIFICATION:

List possession of required license, professional registration/certification needed to perform essential functions.

Valid Guam Driver's License

B. MENTAL / VISUAL, PHYSICAL, AND ENVIRONMENTAL JOB REQUIREMENTS:

1. Mark (✓ or X) the most appropriate physical requirement(s) for the job.

☒ **Sitting** The job requires the employee to sit in a comfortable position most of the time. The employee can move about.

☐ **Sitting** Employee is required to sit for extended periods or time without being able to leave the work area.

☒ **Sitting/Standing/Walking** The employee is required to sit, stand, walk most of the time.

☐ **Climbing** Employee is required to climb ladders or scaffolding or to climb and work in overhead areas.

☐ **Lifting** Employee is required to raise or lower objects from one level to another regularly.

- | | | |
|-------------------------------------|------------------------|--|
| <input checked="" type="checkbox"/> | Pulling and/or Pushing | The job requires exerting force up to _____ pounds on a regular basis to move the object to or away from the employee. |
| <input type="checkbox"/> | Carrying | The employee is required, on a regular basis, to carry objects in his or her arms or on the shoulder(s). |
| <input checked="" type="checkbox"/> | Reaching | The employee is regularly required to use the hands and arms to reach for objects. |
| <input type="checkbox"/> | Stooping and Crouching | The employee is regularly required to bend forward by bending at the waist or by bending legs and spine. |
| <input type="checkbox"/> | Crawling | Employee is required to work in a confined space and/or to crawl and move about on his or her hands and knees. |
| <input checked="" type="checkbox"/> | Speaking | The job requires expressing ideas by the spoken word. |
| <input checked="" type="checkbox"/> | Listening | The job requires the perception of speech or the nature of sounds in the air. |
| <input type="checkbox"/> | Other | Describe the requirement.
_____ |

2. Mark (✓ or X) the most appropriate mental / visual requirement for the job.

- | | |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | General Intelligence (typical requirement for machine operators, office staff, etc.) |
| <input type="checkbox"/> | Motor Coordination Skills (typical for automotive mechanic, painter, etc.) |
| <input checked="" type="checkbox"/> | Coordination of Eyes, Hands, and Feet (typical for tractor trailer driver, fire fighter, line electrician, etc.) |
| <input checked="" type="checkbox"/> | Verbal Intelligence (typical for counselors, customer service representatives, etc.) |
| <input checked="" type="checkbox"/> | Numerical Intelligence (typical for an accounting clerk, cargo checker, etc.) |
| <input type="checkbox"/> | Other: _____ |

3. The job's most appropriate work environment and the weather exposure.

Show what percent of a typical workday is spent. (Select one response only)

- | | |
|-------------|---|
| <u>100</u> | % Indoors in a comfortable temperature-controlled environment (for instance, in an office). |
| <u> </u> | % Indoors in a non-temperature-controlled environment (such as an open garage, storerooms, warehouses and etc.) |
| <u> </u> | % Outdoors exposed to changing weather conditions (for instance, rain, sun, wind, etc.) |
| <u> </u> | % Outdoors but in an enclosed vehicle protected from extreme weather conditions. |

4. Other physical working conditions

☐ Mark (X or ✓) if none of the following is applicable.

Show what percent of a typical workday this position is exposed to:

- | | |
|-------------|---|
| <u> </u> | % Air contamination (i.e., dust, fumes, smoke, toxic conditions, disagreeable odors). |
| <u> </u> | % Vibration (i.e., operating jackhammer, impact wrench). |
| <u> </u> | % Noise (Exposure at a level enough to cause hearing loss or fatigue). |
| <u> </u> | % An improperly illuminated or awkward and confining work space. |
| <u> </u> | % Working above ground level where the chance of falling exists (i.e., on ladders, rooftops, bucket trucks, scaffolding). |
| <u> </u> | % Lifting or carrying items or objects. Describe item/object and weight:
_____ |

<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em;"></div>	% Heat. Describe source and degree of high temperature. % Cold. Describe source and degree of cold temperature: Other hazards. Describe: %
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5. Describe the working conditions that are irregular or unusual for the job and show frequency of exposure.	
<input type="checkbox"/> Mark (X or √) if not applicable.	
CONDITION	FREQUENCY OF EXPOSURE

C. Work Schedule/Hours – Mark (√ or X) the most appropriate work schedule/hours for the job.

<input checked="" type="checkbox"/> Regular – Standard Eight (8) hours daily, Monday – Friday
<input type="checkbox"/> Irregular – Shift work – A 24-hour work operation.
<input type="checkbox"/> Regular / Irregular – Overtime hours with overtime pay entitlement State Purpose and Total Hours required per pay period: <div style="border-bottom: 1px solid black; height: 1.2em; margin-top: 5px;"></div>
<input type="checkbox"/> Regular / Irregular – Overtime hours without overtime pay entitlement State Purpose and Total Hours required per pay period: <div style="border-bottom: 1px solid black; height: 1.2em; margin-top: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-top: 5px;"></div>

The information given on this position is complete and correct.

Signature of Employee

Date

VIII. SUPERVISOR'S REVIEW

IMPORTANT: This Block To Be Filled Out Only By The Direct Supervisor

a.	(1) Has the employee correctly stated his or her official payroll position title? [] Yes [] No								
	(2) If not, what is the correct title? _____								
b.	(1) Are the employee's statements about the duties of his/her position and the supplementary information complete and accurate? [] Yes [] No								
	(2) If not, what additions, deletions or corrections should be made? (Refer to block and page) _____ _____ _____								
c.	What positions under your supervision perform the same essential functions Give name and title: <table border="0"><thead><tr><th>Name</th><th>Title</th></tr></thead><tbody><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td></tr></tbody></table>	Name	Title	_____	_____	_____	_____	_____	_____
Name	Title								
_____	_____								
_____	_____								
_____	_____								
d.	Does this position require (mark one) [] Immediate supervision on a regular basis, [] Immediate supervision only for new/complex tasks, or [] Little immediate supervision.								
e.	Does the employee participate in (mark those appropriate) the [] Formulation, [] Interpretation, and/or [] Application of Agency/Department policy. Give examples: _____ _____ _____								
f.	The employee (mark one) [] Performs routine, well-defined tasks, [] Performs moderately complex tasks requiring moderate knowledge of Agency's/Department's work; or [] Performs complex tasks requiring extensive knowledge of Agency's/Department's work.								

I certify to the accuracy of the description of duties, responsibilities and organizational relationships provided herein; further, that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes on the use of public funds. The false or misleading statement may constitute violations of such statutes or their implementing regulations.



Terry G. Aguon, DPHSS Deputy Director
Signature of Immediate Supervisor

8/12/22

Date



Arthur U. San Agustin, MHR, DPHSS Director
Signature of Department/Agency Head

AUG 16 2022

Date