

<b>Title</b>	<b>Description</b>
Applied Research Analyst	The Applied Research Analyst serves as an expert for research and data analysis, and as lead for research and statistical analysis for a variety of public assistance programs, policies, best practices, nuances and implementation of initiatives. The incumbent provides leadership and direction to a team that identifies, designs, and executes field evaluations; integrates insights from the academic research into concrete recommendations for how to improve programs, policies and operations; and identifies implementation strategies for needed changes to improve service delivery.
Assistant Deputy Administrator	This position provides direct supervision to the Social Services Program Manager and contributes to the executive management and administration to ensure operations are within procedural and regulatory guidelines, including local and federal laws, regulations, and procedures as well as court orders and union agreements.
Case Manager	The incumbent is responsible for providing case management/service coordination services to clients. Incumbents are responsible for coordinating, monitoring and tracking the efficacy of all services provided to clients to ensure program goals are met.
Clinical Director	The incumbent is primarily responsible for monitoring, supervising and further developing clinical services, and will serve in an advisory capacity, as needed to ensure the delivery of high-quality services to the youth and families served.
Communications and Community Outreach Manager	This position is responsible for planning, designing and executing comprehensive, citywide campaigns to convey information concerning Department of Human Services programs and services to relevant consumers, advocates, stakeholders and the community at large.
Compliance and Monitoring Officer	The incumbent ensures that the Department of Human Services (DHS) is In compliance with established guidelines, statutes and regulations governing the Department's clients, vendors/contractors, facilities and employees.
Customer Service Manager	The Customer Service Manager is responsible for developing and implementing a strategy to improve the Department of Human Services' customer service experience and engaging customers, stakeholders, and employees to better understand the need to improve customer service delivery.
Data Scientist	The Data Scientist is responsible for programming, statistics, and scientific communication, such that he or she is capable of generating actionable insights from data and then convey those insights to others in compelling graphical, numerical, and narrative forms.
Deputy Administrators	Homeless Services - The incumbent assists the Family Services Administrator in leading, planning, developing, implementing, administering and monitoring the Homeless Services Program.  Innovation -- The Deputy Administrator for Innovation and Change Management works to identify and implement innovative initiatives that improve operations, workforce capacity, customer service, and organizational culture.
Deputy Chief Of Staff	This position functions as a principal advisor to the Chief of Staff and Director on a variety of major executive policy issues, program development, process improvement, and/or decisions formulated with input of the Chief of Staff. Advises the Chief of Staff on issues and matters related to programmatic review, policy development and implementation; and the interpretation and application of pertinent regulations. Builds partnerships within the District Government, federal partners and community organizations to advance DHS' agenda.

Title	Description
Emergency Management Specialist	This position provides efficient and effective support for DHS in areas of Emergency Management (EM). Under the District's Emergency Management Plan, OHS is charged with implementing Emergency Support Function (ESF) 6 - Mass Care. Emergency communications, emergency operational readiness, emergency shelter operations, Family Assistance Center (FAC) operations, evacuation and reception center operations, and contingency planning are encompassed in the emergency preparedness and management responsibilities of DHS. Develops and/or updates disaster plans, which include the District's Response Plan (DRP) and related annexes, the Family Assistance Center Plan, the Emergency Shelter Plan, Facility Emergency Response Plans, and other specialized plans to serve the needs of the community and city emergencies.
Facilities Coordinator	This position is responsible for the provision a wide variety of critical administrative, coordinative, liaison, monitoring, inspection, compliance, and advisement services pertinent to assessment and improvement of facility operations and management matters and concerns associated with District OHS owned and leased OHS facilities and grounds. The incumbent also plays a key role in the planning, development, and monitoring of the execution of the facilities services operational budget within budgetary constraints; and long/short term plans, objectives.
Homeless Coordinator	The incumbent is responsible for the coordination of programs and services for individuals and families experiencing homelessness in the District. The incumbent is also responsible for coordinating housing services for the Homeless Services Program and assisting with the overall coordination of comprehensive social, physical and behavioral health care services for chronically homeless adults and families to improve self-sufficiency and maintain housing stability.
Human Resources	<p>Employee Relations Specialist – The Human Resources Specialist is responsible for providing timely advice, coaching, and assistance to management on a variety of HR matters including, recruitment/staffing, discipline, legal implications and risks, union contract and other labor relations issues in order to ensure legal compliance, maximize employee performance, achieve organizational effectiveness, and improve employee engagement.</p> <p>HR Managers (2 positions) - This position serves as the principal advisor to the Human Resources Officer with responsibility for overseeing human resources operations and assisting the Human Resources Officer in directing comprehensive human resources operations for DHS. The incumbent is also responsible for providing leadership, administrative oversight and supervision in planning, organizing, developing, directing, and implementing the operations of the DHS human resources recruitment and performance programs for DHS.</p> <p>HR Officer - In this position, the incumbent plans, develops, implements, and evaluates overall agency human resources and associated labor relations policies and programs by directing subordinate managers.</p>
Investigator	This position, a senior non-law enforcement investigator, is responsible for conducting and handling administrative and civil investigations related to allegations of irregularity, fraud, conflict of interest, and impropriety. This investigator is distinguished from a criminal investigator by the following criteria: the investigator (1) does not have arrest powers; and (2) is not authorized to carry a weapon.
IT Specialist	The primary purpose of this position is to assist the senior level computer specialist with providing technical support to agency personnel; in addition to assisting in the development, configuration, installation, and maintenance/troubleshooting of agency

Title	Description
	data communications systems, sub-system, and workstation hardware/software operations throughout the agency.
Legislative Specialist	This position serves as an expert advisor in the formulation, development and execution of matters pertaining to highly complex legislative and policy issues of the agency. As a recognized technical authority in the District of Columbia, the incumbent provides leadership, guidance and coordinative expertise in areas such as policy/legislative review, policy development and the setting of legislative program policies, goals and plans.
Program & Policy Analyst	This position is responsible for the review of diverse program and policy issues; synthesizing and simplifying information; defining, describing and comparing policy and business alternatives; summarizing study results; and presenting findings, as appropriate, to aid in examining policy proposals for DHS social service programs.
Program Analyst	The incumbent in this position provides a variety program analysis functions and conducts studies of programs within an assigned organization. The purpose of the program studies and analyses is to improve the efficiency and effectiveness of organizational structures, to assess organizational and program problems and recommend solutions; and to review and evaluate the potential effectiveness of proposed organizations and programs.
Program Manager	The incumbent is responsible for the overall management, direction, coordination and implementation of the DHS programs, and the supervision of subordinate staff. The incumbent is also directly responsible for the day-to-day operations and oversight of homeless services programs administered by DHS, as well as, the oversight of programs administered by DHS contractors/grantees. Additionally, incumbent is responsible for the development of program policies and procedures, assuring that DHS programs operate in compliance with the "Homeless Services Reform Act of 2005."
Program Support Assistant	The primary purpose of this position is to provide program support by providing a variety of administrative and clerical functions that are auxiliary to the supervisor's responsibilities in the management of the complete program. The incumbent uses considerable discretion and independent judgment in the performance of duties.
Program Support Specialist	As a program support specialist, the incumbent performs a wide variety of administrative and program support duties, including planning research, analysis, correspondence, auditing and communications.
Social Service Assistant	The purpose of this position is to register and interview customers (in person and/or via telephone) to collect information and evidence required for eligibility determinations and other types of service delivery.
Social Service Representative	This position is responsible for determining eligibility and enrolling customers in public assistance programs in the District of Columbia that include Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medical Assistance, Interim Disability Assistance (IDA), Burial Assistance, General Assistance for Children (GA-C), Alliance, and Child Care subsidy.
Social Services Program Manager	Incumbent supervises one of five decentralized service centers (Anacostia Service Center, H Street Service Center, Congress heights Service Center, Fort Davis Service Center and Taylor Street Service Center), or a discrete DHS program area.
Social Worker	The purpose of the work is to assist individuals and families in finding satisfactory ways of coping with their social situations and relationships and to assist clients in reaching their fullest potential well-being.
Special Assistant	The purpose of the work is to apply a variety of analytical techniques to plan, develop, initiate, coordinate and conduct a variety of special studies and projects; analyze and evaluate major aspects of programs and business processes; and provide authoritative information and analyses to decision makers.

Title	Description
Strategic Planning Officer	The purpose of this position is to provide authoritative analyses in developing project/strategic plans; strategic plan management; support for the ESA Administrator and Deputy Administrators; establishing data analysis; advising on policy issues; developing research and analytical tools; completing some analysis; and testing and developing a continuum of services and business practices to improve operations to meet client needs.
Supervisory Case Manager	The incumbent in this provides supervisory case management to case managers who perform intense services and provide in-home, evidence-based, functional family therapy to participating youth and families.
Supervisory Emergency Management Officer	Serves as the principal advisor and liaison with District Emergency Management Services and works closely with the Federal Department of Homeland Security; works closely with the COO and Director and other senior staff members in the formulation and implementation of departmental policies, goals and priorities that thereafter serve as guidelines and controls; and is responsible for coordinating all emergency management activities for the agency.
Supervisory Grants Management	The overall function of this position is to supervise, plan, administer, implement, and monitor grants issued by FSA; as well as for manage grants received by DHS/FSA to ensure compliance with all terms and objectives.
Supervisory Homeless Coordinator	The incumbent is responsible for the ongoing implementation, oversight, monitoring and evaluation of homeless services programs. Specifically, the incumbent is responsible for the ensuring that performance goals related to determining eligibility, providing adequate shelter inventory and assessment for services for families experiencing homelessness are met.
Supervisory Investigator	This position has responsibility for planning, developing, coordinating the investigation of a variety of unusual incidents and activities dealing with alleged fraud, waste and abuse and/or suspected violations of Departmental programs, policies, procedures, DC statutes and regulations.
Supervisory It Specialist	The primary purpose of this position is to serve as the Helpdesk User Support Manager for the agency, responsible for performing analysis, evaluation and provision of information and support to the existing and ongoing maintenance of the DC Health Link (DCHL) system.
Supervisory Policy and Program	This position is responsible for performing work, which requires him/her to review unresolved issues, synthesize and simplify complicated information, define, describe, and compare policy alternatives, summarize study results, and present findings to the Deputy Administrator to aid in examining complex policy and program development proposals to support the goals and objectives of the Administration.
Supervisory Program Analyst	responsible for designing, testing and implementing quality assurance reviews, program audits and other analytical studies of ESA. The purpose of the studies and audits is to provide the Administrator of ESA with management information to ensure that the Administration is properly organized, adequately staffed, and that it operates efficiently and effectively.
Supervisory Program Monitor	This position is established to manage and direct the Office of Performance Monitoring within the Division of Monitoring and Quality Assurance. The Division of Monitoring and Quality Assurance is ESA internal monitor of compliance with Federal and District legislation and regulations and recommend corrective action to ameliorate deficiencies.
Supervisory Quality Control Examiner	Serves as the Chief of the Quality Control Division under the general supervision of the Chief, Office of Investigations and Compliance, who designates projects, target dates and special priorities, approves plans and reports, and provides leadership and support as required. Consults with the supervisor in planning quality control review methods and performance in the collection of analytical information of income, SNAP and medical assistance program performance or delivery.

<b>Title</b>	<b>Description</b>
Supervisory Social Worker	The incumbent is responsible for management, direction, coordination and implementation of the Permanent Supportive Housing Program and all other DHS administered homeless services programs. Incumbent is also directly responsible for the day-to-day operations and oversight of homeless services programs administered by OHS as well as the oversight of program administered by OHS contractors/grantees.
Supervisory Social Services Representative	This position Is established to serve as a Supervisor in DPO. Incumbent provides technical and administrative supervision and guidance to subordinate employees and receives general supervision from a Section Chief.
Supervisory Management Analyst	The incumbent manages and coordinates the development of a strategic planning process, reviews the development of program objectives to ensure that the agency's mission, programs and services are achieved and presented in a positive image to all relevant parties.
Training & Employment Program	Directs the Office of Work Opportunity, including performing assessments, planning tasks, setting priorities, and assigning and preparing schedules for the completion of work through subordinate supervisors.
Training Specialist	The Training Unit is also responsible for establishing training programs responsible for establishing training programs as required by Federal regulations and by ESA components to support the operational functions and delivery of program benefits. to increase the knowledge, skill and competencies of agency employees so that they may provide the highest quality and most cost-effective services to the residents of the District of Columbia.
Vocational Development Special	The purpose of this position is to provide comprehensive vocational development services to eligible customers receiving SNAP benefits that elect to participate.