



CLASS SPECIFICATION

Class Code: 6130
Date Est: 01/1987
Last Rev: 08/2018
Last Title Chg: 08/2018
FLSA: non-exempt
Probation: 12 Months

HUMAN SERVICES COORDINATOR

DEFINITION

Under general supervision, plans and coordinates the Licensing and Residential Care Program; or a unit within the Department of Human Services; or has responsibility for the operations and maintenance of multiple units; performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree in social work, criminal justice, psychology, sociology, education or a closely related field AND four years of professional experience working in children's services, adult services or senior services with at least two of those years acting in a supervisory capacity; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license required at the time of appointment.

SUPERVISION EXERCISED

Exercises direct supervision over supervisory, professional and support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Plan, coordinate and supervise an assigned unit(s), including residential and daycare services, by monitoring and evaluating caseloads, program effectiveness and analyzing trends which impact program services and activities.

Develop and maintain linkages to the community including law enforcement, non-profit agencies, the courts, school district and other community social service providers. Analyze trends which affect the program; propose and develop solutions to issues affecting agency and worker performance.

Assist in developing policies.

Participate in special projects by assisting in the planning, development and implementation of new or expanded programs.

Administer programs by monitoring contract provisions, developing billing formulas and analyzing program management reports.

Plan, develop and administer budgets for assigned programs and monitor expenditures.

Supervise assigned staff that includes training, performance evaluation, review of work, staff selection and establishment of performance standards.

Develop and implement quality standards used to evaluate programs in accordance with the principles and practices of the profession.

Negotiate terms and administer contracts with service providers related to services necessary for assigned programs.

Develop, maintain, review and analyze program management reports.

Develop cost allocation procedures for programs; evaluate and approve cost allocation procedures used by vendor agencies.

Represent the department by participating on committees, boards and community organizations.

Develop and make presentations to the public and media on issues relating to the area of assignment.

Provide program information and interpret laws, rules, regulations and procedures for other agencies, clients and the public.

Review appeals and complaints from clients; investigate complaints and recommend appropriate resolutions.

Implement work methods and procedures that promote a safe working environment and ensure proper staff training in work safety.

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Social services and senior services residential care and/or housing programs.

Departmental and countywide personnel policies.

Community resources.

Washoe County Human Services policies and procedures.

Computer software specific to the department/division.

County budgeting and expenditure policies and procedures.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Principles and techniques of management and supervision.

Budgeting and financial management.

Legal procedures, practices and requirements impacting area(s) of assignment.

State, federal and local laws and regulations that apply to area(s) of assignment.

Social work principles and practices.

Programs and practices within the Department of Human Services.

Child development and awareness of the stages of human growth and development.

Ability to:

Effectively supervise personnel.

Plan, coordinate and direct the operations of assigned programs and services to accomplish established goals and objectives and optimize efficiency.

Identify problems and make decisions.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency.

Interpret and apply regulations, policies and procedures.

Compile data and prepare a variety of reports.

Negotiate contracts with vendors and make recommendations to the division director concerning contracts.

Analyze data, identify trends and make recommendations.

Communicate effectively, both orally and in writing.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Maintain effective working relationships with other agencies, community representatives, vendors, clients, childcare providers, parents, media, division staff and representatives of other departments.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to sit for extended periods. Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, copiers, telephone, and FAX machine.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.