



CLASS SPECIFICATION

Class Code: 6136
Date Est: 12/1987
Last Rev: 05/2018
Last Title Chg: 05/2018
FLSA: exempt
Probation: 12 months

HUMAN SERVICES SUPERVISOR

DEFINITION

Under direction, supervises and manages professional case workers in diverse social and indigent services programs and delivery systems while ensuring compliance with laws and regulations; provides consultation on the more difficult assignments; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in social work, sociology, psychology, criminal justice or a closely related field AND four years of full-time experience performing professional case management in the community and human services field. A master's degree from an accredited college or university social work, sociology, psychology, criminal justice or a closely related field may substitute for one year of experience.

LICENSE OR CERTIFICATE

Possession of a valid driver's license required at time of appointment.

SUPERVISION EXERCISED

Exercises direct supervision over professional, para-professional and support staff.

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

Supervise a unit of professional, para-professional and support staff, providing training, work assignment and review, performance evaluations and employee discipline as necessary.

Identify staff training needs and develop workshops or recommend training programs to enhance the performance of staff including development of casework plans, case management and case monitoring.

Establish priorities; participate in program planning; develop recommendations and assist with development and implementation of program objectives, policies, procedures and standards; ensure compliance with laws, regulations, statutes, policies and changes thereto; monitor and evaluate program effectiveness.

Maintain, review and interpret program management reports including workload, budget, personnel and program data; approve special expenditures; review reports to determine if regulatory criteria is met and if report should be assigned for services/investigation.

Assist with budget preparations, evaluating statistical information and staffing needs.

Identify and evaluate regulations and contract violations and assign referrals to staff for investigation; evaluate violations of child care ordinances and statutes; impose sanctions on violators and issue misdemeanor citations; evaluate appropriateness of sanctions imposed by subordinates; conduct first level review in the department's appeal process.

Evaluate credentials of applicants for the Child Care Advisory Board; make recommendations to the Agency Director; prepare agenda items for presentation to the County Commissioners; prepare revisions of regulations for presentation to the Child Care Advisory Board.

Evaluate the community needs for childcare licensing revisions; conduct surveys, attend community meetings and coordinate with State Licensing Bureau.

Develop, implement and maintain procedure and tracking mechanisms to ensure the availability of residential care placements for children under Department custody.

Oversee implementation, operation and monitoring of programs.

Review staff reports and presentations for court; monitor and attend court hearings to evaluate staff effectiveness; assist with preparation and review of petitions, court reports and activity summaries.

Prepare reports for administrative and court hearings; assist the District Attorney's Office prepare for prosecutions; testify at administrative or court hearings.

Authorize out-of-state emergent and specialized medical care to ensure the health, safety and well-being of clients.

Participate in case conferences with client, physicians and care providers; counsel clients and families regarding hospitalization, discharge plans or nursing home care.

Evaluate the need for and conduct in-service training programs in medical facilities; make presentations to and represent the Agency at various community functions and with the media.

Investigate and assess complaints received, recommending and implementing appropriate action to resolve complaints.

Oversee and participate in the representative payee function; assist clients who are unable to administer their financial affairs.

Establish, foster and maintain effective working relationships with those contacted in the course of work.

Respond to inquiries and interpret rules, regulations and policies for clients, the public and staff.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:

Agency/divisional policies and procedures.

Countywide personnel policies.

Computer software specific to the agency/division.

Community needs, problems, resources and methods of organizing community effort.

Physical and emotional problems associated with the children and adults including the aged and infirmed.

Laws, rules and regulations pertaining to assigned area.

County budgeting including expenditure tracking, policies and procedures and possible revenue forecasting.

Ability to:

Supervise personnel, including training, assigning and reviewing work, administering discipline and conducting performance evaluations.

Plan, coordinate and direct the operations of social and indigent service programs to accomplish established goals and objectives and optimize efficiency.

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

Entry Level (*Applicants will be required to demonstrate these through written, oral, performance or other evaluation procedures.*)

Knowledge of:

Principles and techniques of organization, management and supervision.

Modern case work principles, procedures and practices.

Socio-economic conditions, trends and factors that promote stable family life.

Principles of individual and group behavior.

Principles of interviewing, investigating and recording social work data.

Public welfare programs offered at the federal, state and local levels.

Principles, policies and procedures of Child and Indigent Welfare Systems.

Factors influencing human growth and development.

Child development concepts.

Physical and emotional problems associated with children and adults including the aged and infirmed.

Ability to:

Read, interpret and apply regulations, policies, and procedures.

Collect and analyze information, drawing sound conclusions, project consequences of proposed actions and develop appropriate recommendations.

Testify in court proceedings.

Gather, organize, analyze and present a variety of data and information.

Demonstrate initiative and judgment within established procedural guidelines.

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

Establish priorities and organize work to meet schedules and deadlines.

Prepare clear, concise and accurate records, petitions, reports and case documentation.

Communicate effectively, both orally and in writing.

Skillfully interview people and deal with hostile and aggressive clients in stressful situations.

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

Perform crisis intervention with individuals and families and handle difficult situations.

Formulate and modify case plans in conjunction with client's needs.

Maintain effective working relationships with clients from a wide range of ethnic, cultural, and socio-economic backgrounds, staff, community representatives and representatives of other county departments.

Effectively represent the agency in contacts with clients, the public, community organizations, and other governmental agencies.

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

Ability to sit for extended periods. Ability to lift and move objects weighing up to 40 lbs. range. Ability to operate standard office equipment including, but not limited to, computers, telephones, calculators, copiers and fax machines. Work is usually performed in an office environment; but may also require frequent travel to private homes, court, hospital, and clinics. Crisis intervention may require the incumbent to encounter potentially hostile or combative situations. May be required to work a non-standard workweek.

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