



Career Service Authority

Human Service Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over employees who perform a variety of human service related duties such as providing supervision and implementation of behavioral/educational programs, receiving and responding to incoming telephone calls involving child abuse and/or neglect, and/or providing direct services to families/children including supervising visitations and in-home services.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory duties over employees who perform a variety of human service related duties such as providing supervision and implementation of behavioral/educational programs, receiving and responding to incoming telephone calls involving child abuse and/or neglect, and/or providing direct services to families including supervising visitations and in-home services. This class is distinguished from a Social Case Worker Supervisor that performs supervisory duties over professional social case workers engaged in performing a variety of social services activities including counseling, referral, placement, and related services. The Human Service Supervisor is distinguished from Human Service Advocate that performs paraprofessional work providing direct services to families including supervised visitations and in-home services, participating in treatment planning with caseworkers and other community professionals, and referring families to community resources and services. The Human Service Supervisor is distinguished from Youth Worker that performs paraprofessional work providing supervision, implementing behavioral/educational programs for youth residents, maintaining a safe environment where youth are housed and involved in programmatic activities, observing and documenting the interaction and behavior of youths engaged in various daily activities, and working in collaboration with other professional staff to establish and/or meet the goals of the treatment plan. The Human Service Supervisor is distinguished from the Hotline Operator that receives incoming telephone calls involving child abuse and/or neglect, elicits essential information from caller, and determines the immediacy and type of response needed.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives

and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more employees who perform a variety of human service related duties.

ESSENTIAL DUTIES

Performs supervisory duties over employees who provide supervision and implementation of behavioral/educational programs, receive and respond to incoming telephone calls involving child abuse and/or neglect, and/or provide direct services to families/children including supervising visitations and in-home services.

Meets with staff members to discuss status of clients/cases, problems encountered relating to clients/cases, actions steps, alternative solutions, and appropriate referrals and provides technical guidance and direction in unusual and non-standard situations.

Participates in special projects and/or committees regarding changes in client related programs, recommends policy changes, and develops and implements plans and procedures.

Ensures staff members attend trainings and workshops to obtain work related skills and to enhance work performance and professional growth.

Prepares weekly/monthly work schedules and modifies work schedules to meet the needs of clients and the work unit.

Prepares reports and other required documentation and ensures that staff prepares comprehensive records, reports, and documentation.

Reviews, develops, or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, evaluates the work of the employee, and provides reward and recognition for proper and efficient

performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Perform other related duties as assigned.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility – Adapts quickly to changes.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Self-Management – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identify, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Decision Making – Specific goals and obstacles to achieving those goals, generates alternatives, considers risk, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Physical Demands:

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Subject to varying and unpredictable situations.

Subject to many interruptions.

Education Requirement:

Associate Degree in Sociology, Psychology, Human Services, Child Development, or a closely related field.

Experience Requirement:

Three years of public contact work providing services to families and children.

Education/Experience Equivalency:

A combination of appropriate education and experience may substitute for the minimum education and experience requirement.

Licensure and/or Certification:

By position, requires possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 10/1/1999

REVISED DATE: 07/16/2006

REVISED BY: Patricia Anderson

CLASS HISTORY This class has been revised and updated to accurately reflect the duties performed by incumbents in this class. Additionally, the education requirement has been upgraded to require an Associates Degree as this class supervises employees who perform paraprofessional work.