



Career Service Authority

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Outreach Case Coordinator Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over Outreach Case Coordinators who coordinate and deliver services to clients who are homeless or vulnerable to homelessness.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory duties over Outreach Case Coordinators. It is distinguished from the Outreach Case Coordinator class that coordinates and delivers services and resources to clients who are homeless or vulnerable to homelessness. This class is distinguished from the Case Management Supervisor I class that performs supervisory duties over Case Management Coordinators I, II and III.

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

Level of Supervision Exercised:

Supervises two or more Outreach Case Coordinators.

ESSENTIAL DUTIES

Supervises and evaluates the work of employees who coordinate services for homeless clients or clients vulnerable to homelessness.

Reviews case files and other case information for the purpose of determining what outreach coordinator is assigned to on-going cases to ensure service delivery and proper allocation of work assignments.

Advices and assists staff with issues pertaining to assistance being provided.

Performs quality review of outreach coordinators' work to ensure accuracy and compliance with state and federal guidelines related to homeless assistance programs as mandated by the federal government and ensures that federal reporting deadlines are met to avoid federal funding and fiscal sanctions.

Prepares and/or directs the preparation of records and reports and ensures that staff members enter and update information into the state and county computer systems.

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.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & 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 identity, 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.

Knowledge of a variety of federal, state, and local programs sufficient to be able to advise staff on the interpretation and application of rules and regulations.

Physical Demands:

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

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

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Pressure due to multiple calls and inquiries.

Contact with clients under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Subject to many interruptions.

May handle emergency or crisis situations.

Exposed to unpleasant elements.

Mobile work locations may be physically and/or emotionally challenging.

Education Requirement:

Associates Degree.

Experience Requirement:

Three years of experience at the type and level of Outreach Case Coordinator.

Education/Experience Equivalency:

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

Licensure and/or Certification:

Possession of a valid driver's license required at the time of application. Possession of a valid Colorado Class "R" driver's license required prior to the end of probation.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 01/18/2009

ESTABLISHED BY: Tony Gautier

REVISED DATE:

REVISED BY:

CLASS HISTORY This is a new class written specifically for positions at Denver Human Services.