



Career Service Authority

Therapist Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over professional mental health therapists engaged in performing a variety of social services activities including assessment, counseling, referral, placement, and related services.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory duties over professional mental health therapists engaged in performing a variety of social services activities including assessment, counseling, referral, placement, and related services. This class is distinguished from the Licensed Therapist – Master’s Level that provides intensive professional therapeutic work including assessment, counseling, evaluation, referral, and placement. The Therapist Supervisor is distinguished from the Manager I that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects. Additionally, the Therapist Supervisor is distinguished from the 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.

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 managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

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 Therapist – Master's Level and/or Licensed Therapist – Master's Level.

ESSENTIAL DUTIES

Supervises therapists involved in providing assessment, counseling, referral, placement, and related services to clients.

Ensures the following functions are completed by therapeutic staff in adherence to guidelines and standards: measurable treatment plans per state requirements; appropriate screening tools are used; client staffings occur with relevant parties involved; clients receive the minimum required therapy sessions; clients receive appropriate clinical interventions and interventions are coordinated and communicated to staff members involved with the client; appropriate referrals are identified and made; and discharge summaries are complete including appropriate aftercare recommendations.

Assigns clients to therapists taking into consideration the skill sets of therapeutic staff, meets with therapists to provide clinical supervision and discuss status of cases and problems, approves and signs-off on diagnostic recommended made by unlicensed therapists, reviews and discusses clients' progress, and provides technical guidance and direction.

Identifies resources and programs in the community in order to make appropriate referrals and builds and maintains effective relationships with community based services providers and professional and community groups in order to exchange information, resolve concerns/complaints, and develop and maximize available resources.

Ensures that staff prepares comprehensive records, reports, and documentation that complies with state and federal standards and requirements and that billing procedures are followed.

Prepares, supports, and coaches staff who testifies in court proceedings and provide expert testimony.

Represents the department on a variety of committees and acts as a project lead on internal and external committees/groups.

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:

Leadership - Initiates and sustains action to accomplish the goals of a department by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

Human Resource Management - Works with human resource staff to implement human resource policies to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition, and corrective/disciplinary action, maintains effective employee relations, and complies with government/citywide regulations and policies.

Managing Diverse Workforce - Implements diversity policies, supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

Integrity/Honesty - Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing - Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Client Orientation - Applies quality management principles and processes for delivery of high-quality service(s), meets routine demands of internal and external customers, and strives for continuous improvement.

Self-Management - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication - Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

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.

Decision Making - Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Team Building - Encourages and facilitates cooperation and open communication, promotes team work at all levels, cooperates with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to accomplish a department's goals.

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

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.

Flexibility - Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention of Detail - Is thorough when performing work and conscientious about attending to detail.

Memory - Recalls information that has been presented previously.

Information Management - Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

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

Knowledge of the theories and practices of counseling and therapeutic treatment sufficient to perform the duties related to the work assignment.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Sitting: remaining in the normal seated position.

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

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Contacts with clients under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Education Requirement:

Master's Degree in Social Work, Marriage and Family Counseling, Guidance and Counseling, or a closely related field.

Experience Requirement:

Two years of experience at the type and level of Licensed Therapist – Master' Level.

Licensure and/or Certification:

Possession of a Clinical Social Worker license under the provisions of the Colorado Revised Statutes for the State Board of Social Worker Examiners.

OR

Possession of a clinical license issued by the Colorado Mental Health Board such as Professional Counselor or Marriage and Family Therapist.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 07/16/2006

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class created for the Denver Department of Human Services, Family Crisis Center.