



Office of Human Resources
Community Services Supervisor – CS3520
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General Statement of Duties

Performs first level supervision over professional and paraprofessional employees who coordinate and deliver services in the community to at-risk and vulnerable clients while increasing access to services and programs and which includes day-to-day supervision of one or more of the following areas: outreach, peer support, and/or behavioral health.

Distinguishing Characteristics

This classification performs first level supervision over professional and paraprofessional employees who coordinate and deliver services in the community to at-risk and vulnerable clients while increasing access to services and programs and which includes day-to-day supervision of one or more of the following areas: outreach, peer support, and/or behavioral health. This classification is distinguished from the Outreach Case Coordinator classification series who performs outreach work by supporting the facilitation of services and conducting outreach to vulnerable and at-risk citizens, including people who may be homeless, veterans, gang risk, animal care services, and other affected groups, to identify client needs, determine the eligibility of benefits by applying various governmental regulations, and referring clients to appropriate programs, services, and supporting community agencies. This classification is distinguished from the Peer Support Specialist series who performs peer support using the principles, practices, procedures, and applications of Peer work methods and techniques while applying the knowledge and skills to perform Peer Support Services.

Essential Duties

Supervises and evaluates the daily work of employees who coordinate services to individuals who are experiencing life challenges, including, but not limited to, homelessness, victimization, poverty, unemployment, health conditions, disabilities, court mandated requirements, mental health conditions, substance use conditions and/or criminal justice systems involvement. Plans, assigns, and review the activities of unit or section including client support strategies and techniques.

Reviews files and other information to determine staff assignments, reviews ongoing cases to ensure service delivery, and proper allocation of work assignments.

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

Performs quality review to ensure accuracy and compliance with local, state, and/or federal guidelines related to program areas and ensures that reporting deadlines are met to ensure program compliance.

Develops and modifies procedures, guidelines, standards, and policies to achieve goals and objectives and determines changes that need to be made in policies and procedures based on feedback from customers, officials, service providers, and/or community groups.

Oversees compliance with goals and objectives, pertinent laws, rules, and regulations, monitors federal, state, and/or regional regulatory changes to revise rules and regulations, and advises service providers, community groups, and clients on changes needed to comply with criteria.

Analyzes data, identifies actual and potential problem areas, trends, areas of imbalance, and related factors that impact operations and prepares comprehensive reports of findings including solutions and recommendations for management and other stakeholders.

Prepares and reviews the preparation of records, reports, and ensures that staff members enter and update information in appropriate databases. Ensures all employees complete required reporting and documentation that complies with state, federal and agency guidelines.

Builds professional relationships and networks with community resources and service providers across systems for the populations serviced to exchange information, resolve concerns and complaints, and develop and maximize available resources.

By position, conducts or facilitates training on the methods, techniques, and methodologies, orients workers with laws, policies regulations and procedures and ensures that work aligns with standards. Develops and facilitates educational training and presentations to inform clients, staff, community, service providers, vendors, community organizations, program partners and policy makers to increase awareness of community needs, barriers, and peer support and navigation services increasing coordination and collaboration to enhance service delivery.

By position provides insights and awareness concerning the perspectives of clients based on personal and shared experiences.

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; 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 and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

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

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

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities because of budget changes.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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

Competencies

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 organizational goals, causes change.

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.

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.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

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

Excellent communication skills including knowledge of motivational interviewing, active listening, feedback, empathy and validation.

Ability to provide services with skills and knowledge required by the Colorado Combines Core Competence for Peer Support/ Specialist Recovery Coaches and Family Advocated & Systems Navigators.

Strong critical thinking and problem-solving skills.

Ability to bridge information and communications gaps between clients and services providers.

By position, knowledge of SAMSHA's 10 Guiding Principles of Recovery, National Practice Standards for Peer Supports developed by the International Associations of Peer Supporters, and Trauma Informed Peer Support.

Level of Supervision Exercised

Supervises two or more employees who do not supervise.

Education Requirement

Graduation from high school or possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of experience working as a Peer Support Specialists, Peer Support supervision preferred.

Education and Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification

By position, requires a valid Driver's License at the time of application.

By position, requires a current Certified Peer and Family Specialist Certificate (CPFS) by the Colorado State Certifying Body.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Contact with patients under a wide variety of circumstances.
Potential exposure to unpleasant elements (accidents, injuries, and illnesses).
Handles emergency or crisis situations.
Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to traffic, roadways, and pedestrians.

Level of Physical Demands

2-Light (10 - 20 lbs.)

Physical Demands

Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 20 pounds from one level to another.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-08
FLSA Code: Y
Established Date: 11/24/2024
Established By: BM
Revised Date:
Revised By:
Class History: New classification.