

HUMAN SERVICES SUPERVISOR 1

KIND OF WORK

First level supervision of program and/or administrative components delivering human services programs.

NATURE AND PURPOSE

An employee in this class supervises staff in development, delivery, and regulation of a statewide human services program. Responsibilities extend to establishing standards of performance and service, hiring, training, directing, evaluating, and disciplining employees; development of policies and procedures for the program.

DISTINGUISHING CHARACTERISTICS

Supervises technical/paraprofessional staff; may supervise entry level professional staff (HSP Spec 1 & 2).

Generally oversees a smaller, narrowly focused program or one of several supervisors performing similar work (i.e. call center).

The level of a particular position in a classification series is based on a combination of factors not always present in class specifications. Among these factors are the position's responsibility within the overall program/operation and its relationship to others in a unit, department and/or state service as a whole.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Exercises supervisory authority to equitably administer labor agreements and ensure that staff will effectively perform assigned job duties by directing the work of others, by assigning and controlling the flow of work, by writing and revising position descriptions, by training, by recommending hiring and disciplinary actions and by conducting performance evaluations.

Program Administration

- Implement current program
- Review/determine program compliance
- Advise customers
- Recommend actions and/or changes
- Review and enhance current program(s)
- Monitor/audit program progress
- Plan and develop program activities
- Participate in work groups or committees
- Participate in program review/evaluation
- Approve/disapprove budgets
- Review/analyze legislation

Research

- Identify current sources of data/information
- Collect and verify data/information
- Analyze data/information for applicability

Training

- Provide technical assistance
- Develop training materials
- Make formal presentations

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Human resource policies, procedures and labor contracts sufficient to interview and select staff affirmatively, assign, schedule, direct, evaluate work performance and discipline subordinate staff.

Legislative and rule-making process sufficient to successfully influence social services programs.

One or more client target groups sufficient to identify their needs and development and implement relevant programs.

Human services program practice sufficient to advise county and local program staff; prepare and revise manual and practice guides, and develop and present training.

Federal and State statutes, rules and regulations sufficient to interpret them verbally and in writing to Department, county and local social services agency staff.

On-going and special funding sources sufficient to acquire funding for new and existing programs and special projects.

Human services delivery system at federal, state, county and local levels sufficient to integrate client-specific programs and address overlaps and deficiencies.

Department organization, programs and policies sufficient to coordinate social services among them.

Skill in negotiating sufficient to negotiate contracts and advise others on how to negotiate contracts.

Verbal communication skills sufficient to advise Department, county and local social services agency staff; articulate policy, rule and statute interpretation; present training sessions and testify at legislative hearings.

Ability to:

Establish and maintain contractual agreements for service.

Represent the department effectively orally and in writing.

Enhance understanding in others on complex questions of program delivery and department policy.

Use deductive reasoning to summarize issues

Use inductive reasoning to advise others

Develop alternatives for more effective/efficient program delivery.

Work with other levels of government.

Class Est.: 10/2017

T.C.:
Former Title(s):