

HUMAN SERVICES SUPERVISOR 2

KIND OF WORK

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

NATURE AND PURPOSE

An employee in this class supervises development of health care, monetary and non-monetary assistance programs as well as the management and investigative services that enhance their operation. The work involves translation of state and/or federal mandates into operational rule, policy, procedure, technical assistance and monitoring through professional staff. Incumbents are responsible for one or more portions of the following: planning, development, assessment/evaluation and modification. Responsibilities extend to establishing standards of performance and service, hiring, training, directing, evaluating, and disciplining employees. Considerable latitude is given to the employee for use of independent judgment in carrying out assigned duties and responsibilities.

DISTINGUISHING CHARACTERISTICS

Administrative direction is received from higher level supervision or management level personnel in terms of results achieved. Supervises professional level staff (HSP Spec 1 & 2, HSP Rep 1 & 2) in a larger, more complex program.

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.)

Program Administration

- Review and determine program compliance
- Advise clients
- Recommend actions and/or changes
- Monitor/audit program progress
- Plan and develop program activities
- Participate in workgroups or committees
- Chair workgroups or committees
- Participate in program review and evaluation
- Approve and disapprove budgets
- Develop strategies and proposals
- Review and analyze legislation

- Provide expert testimony
- Conduct/coordinate comprehensive analysis
- Integrate, modify, and merge multiple program activities
- Develop and implement reporting systems
- Integrate/incorporate information collected through program administration

Research

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

Reporting results

- Deliver oral presentations
- Prepare draft report
- Responsible for final draft
- Draft proposed legislative language
- Draft press releases

Training

- Develop training materials
- Make formal presentations
- Develop and coordinate delivery by others

Supervises professional staff in development, delivery, and regulation of a statewide human services program component.

Negotiates contract agreements with private vendors to supply program services.

Approves policy interpretations for use by staff and county agencies.

Testifies in court and before the legislature to present the department's position on proposed statute.

Supervises and approves development of a component of a statewide service delivery plan.

Serves as principal investigator on issues of possible fraud or abuse by program participants.

Convenes and directs a multi-disciplinary team reviewing recipient cases for investigation.

Establishes goals and timetables to guarantee compliance with standards.

Analyzes overall program needs and develops human resources to support the administrative needs of other units.

Maintains a sufficient number of qualified staff to meet the state's responsibilities.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Extensive knowledge of legislation, rule and operational approaches to human services program delivery.

Extensive knowledge of the principles and practices of organizational planning and development to meet legislative goals and objectives.

Thorough knowledge of principles and practices of policy development.

Thorough knowledge of principles and practices of program evaluation and/or investigation.

Thorough knowledge of one or more provider groups as participants and as an industry.

Thorough knowledge of principles of regional and statewide program analysis.

Considerable knowledge of a multi-disciplinary use of professional staff to solve problems.

Considerable knowledge of the legislative process.

Considerable knowledge of the bodies established to regulate health care professions.

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.

Develop alternatives for more effective/efficient program delivery.

Work with other levels of government.

Direct program staff as part of a state-supervised, county-administered human services program.

Est.: 10/2017

T.C.:
Former Title(s)