

HUMAN SERVICES SUPERVISOR 3

KIND OF WORK

Administrative supervision of complex systems of delivering human services programs.

NATURE AND PURPOSE

An employee in this class integrates several program activities and/or disciplines to plan, deliver and monitor a health care, management support, monetary and/or non-monetary human services service. The work requires substantial interaction with county human services agencies, recipients, providers, elected officials, advocacy and consumer groups and so on. Responsibilities extend to setting goals and developing working alternatives so the program execution is clarified for local agencies and remains in compliance with parameters set by the federal government. Incumbents establish standards of performance and service and hire, train, direct, evaluate and discipline employees. Considerable latitude is afforded the employee in determining the goals and timetables and the methods to be used in meeting them. Administrative direction is received from other higher supervisory or management level personnel. Work is evaluated in terms of results achieved.

DISTINGUISHING CHARACTERISTICS

Supervises mid/high level professional staff (HSP Rep 1 & 2, HSP Consultant) in a large, complex program. May supervise subordinate supervisors.

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 customers
- 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/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
- Formulate new programs

Research

- Analyze data/information for applicability
- Synthesize data/information

Training

- Develop and coordinate training delivery by others

Reporting results

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

Promulgates administrative rule from statute and guides it through the approval process.

Supervises professional staff in implementation of a statewide human services program activity.

Directs investigation of medical providers through integrated use of multi-disciplinary staff who combine professional expertise credentials with mastery of individual programs.

Approves policy interpretations for use by subordinate staff to be directed to program participants and local human services offices.

Establishes priorities for program goals and individual staff assignments.

Works with supervisors of other human services programs, local human services operations, professional licensing boards and/or other state departments to develop/coordinate service delivery plans.

Testifies in court and before legislative committees regarding statewide impact of proposed legislation/rules/policies/appropriations.

Designs and assigns research studies to define and evaluate the success of program delivery.

Develops strategy and application of personnel and financial resources to satisfy program requirements.

Approves plans to seek monetary recovery and/or administrative sanction for providers found to be out of compliance with program restrictions.

Establishes working philosophy to guide program/administrative decision-making process.

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

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Comprehensive knowledge of the legislation, rule, policy, procedure and intent governing human services programs.

Comprehensive knowledge of the principles and practices of organizational planning, development and evaluation in the public sector.

Extensive knowledge of county human services systems.

Extensive knowledge of program delivery modes utilizing expertise from a variety of academic and professional disciplines.

Thorough knowledge of the legislative and judicial processes governing program delivery.

Thorough knowledge of principles and practices of public information and education.

Thorough knowledge of the principles and practices of effective supervision.

Considerable knowledge of the principles of staff development.

Ability to:

Ability to translate statutory mandate into rule, policy and working goals.

Ability to assess program effectiveness and redirect resources to meet deficiencies.

Ability to plan, coordinate and direct complex research studies.

Ability to communicate with groups to enhance understanding and motivate to act.

Ability to establish problem-solving mechanisms through use of staff, citizenry, legislators and special interest parties.

Ability to express complex issues and ideas effectively in oral and written form.

Ability to use inductive reasoning to evaluate ideas

Est.: 10/2017

T.C.:
Former Title(s):