

HUMAN SERVICES SUPERVISOR 4

KIND OF WORK

Advanced professional supervisory work administering a human services program or operation.

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 or operation. 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 management level personnel. Supervisor has technical and administrative freedom to plan, develop, and organize all phases of the work necessary for its completion within broad program guidelines. Generally supervisor can develop and utilize any procedures and methods which do not conflict with major organizational goals and policies. Work is evaluated in terms of results achieved.

DISTINGUISHING CHARACTERISTICS

Supervises subordinate supervisors and professional staff (mid to advanced level HSP), including the HSP Consultant in the largest, most complex programs.

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.)

Plans, organizes, assigns, and directs human services program work activities of subordinate staff to facilitate attainment of section goals and to ensure that there is consistent application of division policies, procedures, and guidelines by assessing needs, determining priorities, developing work plans, and allocating staff resources.

Confers and counsels with subordinate staff to ensure that information is exchanged; work policies, procedures, and guidelines are explained; and work-related problems are resolved through problem identification; consultation; and development of problem resolution alternatives.

Reviews and compares work performance and work products of subordinate staff with established standards to determine quality/quantity outputs, training needs, and to recommend appropriate personnel actions such as promotion, disciplinary action, status changes, separation, transfer, and grievance dispositions; providing constructive criticism; conferring with staff and management; identifying problem areas; defining and modifying work standards; and taking appropriate action.

Trains subordinate staff in the principles, practices, and procedures of program to maintain and improve staff performance by instructing, directing, and advising staff and leadworkers; developing training plans; preparing and presenting training materials; and identifying and securing outside training resources.

Develops and implements information and data collection strategies and systems to ensure accuracy, validity, and uniformity by reviewing reports, documentation, interpretation, and recommendations of subordinate staff and incorporating them into data retrieval systems.

Reviews and provides comment on new or modified program rules by assessing feasibility and researching impact of proposals.

Provides technical program information to providers and others served by the program so that complete and accurate information is disseminated by answering inquiries, investigating problems, and referring questions to program staff when appropriate.

Represents the program on departmental and interdepartmental taskforces, work groups and committees on rules and practices so that the program perspective is provided to all interested parties.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

State and federal laws, regulations, rules, and program practices governing program provided by the department sufficient to determine compliance and initiate appropriate corrective action.

Philosophies and program structures used in providing services sufficient to recognize deficiencies, recommend appropriate corrective action, and disseminate information.

Investigation methodology and procedures sufficient to organize and direct investigations of program abuse/misuse and to ensure procedures standards are met.

Supervisory personnel management practices sufficient to direct, motivate, evaluate and assess training needs of subordinate staff.

State and department personnel rules, practices, and procedures and applicable labor contracts sufficient to initiate and implement personnel actions that conform with all requirements.

Ability to:

Analyze, interpret, and assess potential impact of complex or vague laws, rules, and regulations.

Apply general and related laws and rules to unique individual situations to determine compliance or non-compliance with program regulations.

Develop quality/quantity work standards for subordinate staff, and review and evaluate work products for adherence to standards.

Develop and implement strategies for program compliance.

Represent and negotiate the division and department position regarding program action.

Est.: 10/2017

T.C.:
Former Title(s):