

CLASS SPECIFICATION FOR
Human Services Supervisor

GENERAL STATEMENT OF DUTIES: Performs supervisory duties in planning and directing the work of a group of human services program workers; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: The supervisory duties and programmatic responsibility of this class distinguish it from the Human Services Specialist or Senior Human Services Specialist classes. The major portion of the incumbent's time is spent in training, leading and developing the abilities of a group of workers to the end of planning, implementing, advancing and monitoring service programs. Subject to administrative review, the incumbent makes final approvals for granting child care and financial assistance. Receives general supervision from the Human Services Division Manager in Social Services.

EXAMPLES OF WORK (illustrative only):

- Assigns cases to employees and schedules work according to priority;
- Holds individual and group conferences to review cases and problems;
- Maintains necessary records and prepares regular and special reports as required;
- Interprets regulation, policy and bulletin changes for employees;
- Reviews social service or case management plan and guides employees in their implementation;
- Provides administrative and programmatic supervision to case management staff;
- Oversees quality assurance of case management services with all related programs;
- Develops written guidelines and procedures for the delivery of case management services;
- May assist Human Services Program Manager in interviewing and selecting personnel;
- Conducts both long- and short-range program planning;
- May conduct in-service training for other agency staff;
- Meets with community groups to discuss programs and resources;
- Trains new and current employees on individual work assignments;
- Aids in the evaluation of new procedures and techniques and encourages employees to develop suggestions for improving methods and procedures;
- Speaks to dissatisfied clients and handles difficult case situations;
- Holds regular conferences with supervisor, who is informed of the general status of cases, problems and trends;
- Completes performance reviews;
- Develops and maintains cooperative relationships with ancillary agencies;
- Prepares special and regular reports;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Extensive knowledge of current social, economic and health concerns; extensive knowledge of casework philosophy, methods and practices; extensive knowledge of the federal Social Security Act; extensive knowledge of public assistance policy and programs; thorough knowledge of the literature in the field of eligibility determination; considerable knowledge of methods of casework supervision and of staff development practices; ability to work effectively with others and to aid them to grow in the constructive use of their capacities; ability to work independently and to supervise and to train others to deal effectively with the public; ability to plan and manage work effectively; ability to communicate effectively orally and in writing; ability to interpret laws, policies, and regulations and to make decisions based thereon.

MINIMUM EDUCATION AND EXPERIENCE: Possession of a related bachelor's degree and four (4) years of professional-level human services program experience (e.g., public assistance or social services), preferably two (2) of which have been in a lead or supervisory capacity; OR, human services program experience may be substituted for the four-year bachelor's degree on an equal-time basis; OR, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.