

## Human Services Supervisor

**DESCRIPTION OF WORK:** This class provides supervision of professional services to a specific client population in a variety of settings. Work may involve coordinating programs or units as well as providing direct counseling/social work services. Work may involve facilitation and delivery of diagnostic evaluation, treatment, consultation, education and technical assistance services to specific population through in-home, school or center-based program services. Programs may involve family members and address a variety of issues such as adolescent parenting. Employees may assist in operations of center from development of clinical funding, providing input for both short and long-term range programmatic goals, may determine new treatment approaches and methods, supervising professional level staff, collaborate and coordinate with other service delivery systems and oversight of unit operations. Employees are responsible for program planning, establishing priorities and implementing program objectives, limited budget involvement and participation in personnel functions and may work with interagency local or regional councils to establish program priorities and improve services to population. Employees may recruit, train, assign workloads, and monitor activities of staff and may supervise staff. Employees assess client's needs, ability to learn and work, aptitude, and personal interests; evaluate diagnostic data to determine eligibility and functional capability; and develop a written plan of service working with the treatment team and the client. Employees at this role may handle more complex diagnosis and client's caseloads. Employees will provide community education and consultation, be responsible for coordinating agency services, providing social work services to clients with range and variety of needs. They may also work with interagency, local or regional councils to establish program priorities and improve services to populations. They provide supportive counseling; and monitor the client's progress.

### **EXAMPLES OF COMPETENCIES:**

#### **CONTRIBUTING:**

- **Knowledge – Technical:** Basic knowledge of case management principles, techniques and practices and application to casework, group work and community problems. Basic knowledge of the methods and principles of casework supervision and training.
- **Therapeutic Counseling:** Basic ability to develop programs of treatment and intervention, monitor and modify as needed. Ability to evaluate and certify eligibility of client for variety of services.
- **Communication and Teamwork:** Ability to determine focus of therapy in areas of client assessment. Full ability to develop programs, new approaches and methods of treatment.
- **Interpersonal Skills:** Ability to effectively convey information to clients and others, under minimal supervision. Ability to conduct multi-disciplinary clinical interviews and modify treatment plans as needed.
- **Planning/Organizing Work:** Ability to create developmental, behavioral and educational programs. Ability to assess needs of client population in order to develop program and work operations
- **Advocacy Skills:** Ability to assess adaptive, developmental and social behavioral levels of clients referred for their current functioning level. Knowledge of available services and ability to refer clients and families to those services.
- **Leading Work Teams:** Ability to assign work. Ability to provide orientation and training to staff. Ability to establish clinical guidelines for operation within program in accordance to policy. Ability to assure adherence to standards.

#### **JOURNEY**

- **Knowledge – Technical:** Working knowledge of case management principles, techniques and practices and application to casework, group work and community problems. Working knowledge of the methods and principles of casework supervision and training.
- **Therapeutic Counseling:** Working ability to develop programs of treatment and intervention, monitor and modify as needed. Ability to evaluate and certify eligibility of client for variety of services.
- **Planning/Organizing Work:** Ability to develop complex behavioral modification plans. Ability to train families and other staff in specifics of the plans. Ability to strategically plan for unit.
- **Advocacy Skills:** Ability to assess a wide variety of current and projected needs of clients using various forms of standardized tests. Ability to follow-up on services being provided to the clients to assure needs are being met.

- **Communication and Teamwork:** Ability to effectively convey information to clients and others, under general supervision. Ability to integrate the findings of the treatment team into a final treatment plan.
- **Interpersonal Skills:** Ability to effectively convey information to clients and others, under minimal supervision. Ability to conduct multi-disciplinary clinical interviews and modify treatment plans as needed.
- **Leading Work Teams:** Ability to assign caseloads, monitor progress and provide constructive feedback. Ability to identify and allocate resources to accomplish programs.

### **ADVANCED**

- **Knowledge – Technical:** Full knowledge of case management principles, techniques and practices and application to casework, group work and community problems. Full knowledge of the methods and principles of casework supervision and training. Full knowledge of community resources.
- **Therapeutic Counseling:** Ability to determine focus of therapy in areas of client assessment. Full ability to develop programs, new approaches and methods of treatment.
- **Communication and Teamwork:** Ability to effectively convey information to clients and others, under minimal supervision. Ability to conduct multi-disciplinary clinical interviews and modify treatment plans as needed.
- **Interpersonal Skills:** Ability to relate positively in a crisis situation and in dealing with more complex cases. Ability to work with a variety of professionals representing various disciplines related to the client's specific needs.
- **Planning/Organizing Work:** Ability to review existing treatment plans and identify areas needing improvement. Ability to recommend modifications to those plans and monitor implementation.
- **Advocacy Skills:** Ability to identify client needs in more complex cases and to obtain appropriate services required to meet those needs. Ability to establish both short- and long-range goals for both clients and their families.
- **Leading Work Teams:** Ability to assign caseloads for entire unit/program/Center. Ability to maintain workload balance while assuring assignments are made based on complexity and needs of each case. Ability to supervise professional level staff.

**MINIMUM TRAINING AND EXPERIENCE:** Bachelor's degree in a related Human Services degree and three years of experience related to the program, or an equivalent combination of training and experience.

**Special Note:** This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.