

HUMAN SERVICES COORDINATOR II

Work in this class involves the coordination of a specialized program in a human services agency providing services to a specific client population through volunteers and/or lower level staff as well as providing direct social work services. Programs provide a variety of services in a variety of settings. Direct client services may be a significant part of employee's responsibility and involve completing a social history, psychosocial assessment, service/treatment plan, follow-up, and counseling to clients on financial, socialization, adjustment and/or behavioral issues. Coordination responsibilities involve planning program services/activities; monitoring, evaluating, and modifying program activities; and development of resources. Employees may recruit, train, and monitor activities of volunteers and/or may supervise a small number of lower level staff. Programs may involve other family members and address such issues as adolescent parenting; vocational/employment programs; or management of a small therapeutic residential facility for clients, including budget management. Work is differentiated from Human Services Coordinator I class by more complex program services and greater management responsibilities. Employees provide program information and education to community groups and agencies and may coordinate services with other agencies/programs. Employees report to a higher level professional or program manager.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees independently perform agency standardized assessments to identify needs, establish appropriate service/treatment plans, and to plan program activities. Employees also may provide general support and supportive/directive counseling to clients in addressing needs. In some settings, behavioral approaches are used. Employees may serve as inter/multidisciplinary team member and may refer clients to a variety of services to meet financial psychological, emotional, or other needs. Employees recruit, train, and monitor activities of volunteers and/or supervise lower level staff.

Intricacy - Clients present the employee with a broad range of service needs. The employee, regardless of setting, must be able to use analysis and judgment in performing the client assessment and developing the service/treatment plan and program activities. Employees utilize knowledge of a range of services and supportive counseling techniques in providing services.

Subject Matter Complexity - Work requires a professional level of understanding of social work practices and theories which can be utilized in a variety of settings. Work requires an understanding of the availability and interactions of a variety of community services and agencies; and of a range of professional service providers. Some settings require a knowledge of medical terminology and disease processes or mental retardation/developmental programs and behavior management techniques.

Guidelines - Employees utilize agency guidelines, program specific Federal or State standards, and principles of a variety of supportive level counseling techniques to provide services to clients.

II. RESPONSIBILITY:

Nature of Instructions - Employees are aware of their programs aims and objectives and address these with clients independently. Employees receive new program requirements/regulations from supervisors and incorporate these into the service design. On-the-job training comes from supervisors or other workers with particular areas of concentration or expertise.

Nature of Review - Direct client interactions, services development, and needs referrals are documented in accordance with agency requirements. Work is reviewed through quality control, technical and administrative review which is provided by the supervisor and/or by a specific reviewing regulatory body.

Scope of Decisions - Decisions regarding assessments and services impact on clients and their families; employees provide direction and/or instruction to lower level staff, volunteers, or care providers.

Consequence of Decisions - Service/treatment decisions affect the client as a whole. Impact on the social, psychological, emotional, and physical health of the client can be considerable.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Contacts vary depending upon the agency and/or service area, and usually include the client, professional service providers, community agencies, and civic groups. Contacts may also include volunteers, foster parents, natural parents, court officials, schools, nursing homes, interns and residents.

Nature and Purpose - Employees work with clients, families, habilitation/treatment teams in the development and implementation of treatment plans. Frequent contact is required in the delivery of appropriate services. Employees also provide program orientation and consultation to community.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees work in a variety of service settings which range from modern public service buildings, correctional facilities, community residential facilities to home environments where odors and noise may be present due to functioning level of client.

Hazards - Employees experience emotional stress due to the nature of interactions with clients or service providers. Behavioral problems such as aggression of clients could cause bodily injury for employees in some settings.

V. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities - Considerable knowledge of social work principles, techniques, and practices and their application to individual casework, group work, and community problems. Knowledge of the psychosocial, socioeconomic and behavioral problems and their treatment. Knowledge of governmental and private organizations and community resources. Knowledge of laws, regulations, and policies which govern the program. General knowledge of medical terminology, disease processes and their treatment is required in certain programs or settings. Skill in establishing rapport with a client and applying techniques of assessing psychosocial, behavioral, and psychological aspects of client's problem. Ability to establish and maintain effective working relationships with administrative superiors, members of case load and their families, and with civic, medical, social, and religious organizations. Ability to train or instruct lower-level social workers, students, or interns. Ability to express ideas clearly and concisely and to plan and execute work.

Minimum Training and Experience Requirements: Bachelor's degree in a human services field such as social work, counseling, psychology, special education, deaf education, rehabilitation counseling or marriage and family therapy from an appropriately accredited institution and one year of experience in social work, counseling, preferably with the client population; or bachelor's degree from an appropriately accredited institution and three years of experience in counseling or a related human services field providing experience in the techniques of casework, group work, or community organization; or an equivalent combination of education and experience.

Administering the Class - Varying settings, programs, and job designs at this level allow for flexibility in accepting specialized degrees in the human services area and experience with the client population as required by the specific position.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.