

### HUMAN SERVICES COORDINATOR III

This is professional supervisory/coordinative work in a human services agency involving responsibility for coordinating a small program or unit as well as providing direct social work/counseling services. Employees provide both administrative and technical supervision to lower level employees. Employees are also responsible for program planning; establishing priorities and implementing program objectives; having limited budget involvement; and participating in personnel functions. Employees may determine and certify eligibility of clients for the program, assign cases to subordinates, may serve as coordinator for staffing cases, and coordinate services with other agencies and/or programs. Employees develop services within parameters of program guidelines; monitor and evaluate program, and make adjustments in program activities. Direct services to clients is limited to less than 50% of employees time and includes contact with family members for problem identification and resolution. Employees provide community education and consultation and may provide technical assistance or consultation to professional staff of other agencies in areas such as working with difficult clients. Work is differentiated from Human Services Coordinator II by the level of direct services to clients, complexity of program services, and the significant amount of time spent in program development/evaluation, administration, and supervision. Also recognized at this level is the responsibility for coordinating agency services at a small satellite clinic which may include responsibility for physical facilities and coordination with other community agencies. The majority of employee's time is devoted to providing social work services to clients with a range of problems as identified in the Social Worker III class and does not include supervision of staff. Work may include other related assignments as determined by management. Employees report to a higher level professional or program director.

#### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees assess needs of client population as well as overall agency goals in order to develop program and plan work operations which involves setting priorities and establishing goals for the program. Work involves making recommendations on budgetary needs, space, and equipment.

Organizing and Directing - Employees assign work and are responsible for maintaining work load balance within the program and developing procedures to improve efficiency.

Budgeting - Employees are usually responsible for monitoring expenditures and staying within predetermined budgeted amounts. Responsibilities may also include projection of an annual budget for the program for consideration by the supervisor. In the management of a satellite clinic, employees have very limited budget involvement but may make recommendations for equipment/supplies expenditures.

Training - Employees provide orientation and training to staff and recommend additional training to supervisor.

Setting Work Standards - Employees establish clinical guidelines for operation within the program which are in accordance with overall agency standards and goals. Employees ensure that staff comply with agency policies and procedures.

Reviewing Work - Employees meet with staff individually or in groups on a regularly scheduled basis to discuss work flow and policy or procedure changes. Employees monitor quality and quantity of work through case staffings and records review.

Counseling and Disciplining - Employees counsel with staff as necessary and may carry out limited disciplinary actions. Formal actions are discussed with a higher level supervisor.

Performing Other Personnel Functions - Employees counsel with staff on performance issues, recommend merit increases and promotions, and participate in the selection process of new employees.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Employees are responsible for a program that is typically serving clients with similar needs. Changes in agency guidelines may result in changes in the program/unit.

Variety of Work Supervised - Employees typically supervise a small number of professional staff providing treatment to clients and/or families who have social, economic, or mental problems.

Number of Employees Responsible For - Employees are responsible for 2-8 staff.

III. EXTENT OF SUPERVISION RECEIVED: Employees meet periodically with supervisor. Major changes or problems in organization, personnel and program design are discussed with supervisor.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - Employees supervise staff on regular day schedules and may supervise others on shift operations in residential facilities.

Fluctuating Work Force - Work force is basically stable.

Physical Dispersion of Employees - Staff may be dispersed in facilities within the county or multi-county area.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of social work principles, techniques, and practices, and their application to complex casework, group work, and community problems. Considerable knowledge of a wide range of medical, behavioral and psychosocial problems and their treatment. Considerable knowledge of family and group dynamics and a range of intervention techniques. Considerable knowledge of governmental and private organizations and resources in the community. Considerable knowledge of the laws, regulations, and policies which govern the program. General knowledge of the methods and principles of casework supervision and training. In certain settings, considerable knowledge of medical terminology, disease processes and their treatment as they relate to decisions regarding clinical interventions and appropriate therapies based on medical or psychological diagnosis. Skill in establishing rapport with a client and in applying techniques of assessing psychosocial, behavioral, and psychological aspects of client's problems. Ability to supervise, train, or instruct lower-level social workers, students, or interns in the program. Ability to establish and maintain effective working relationships with members of case load and their families as well as civic, legal, medical, social, and religious organizations. Ability to express ideas clearly and concisely and to plan and execute work effectively.

Minimum Training and Experience Requirements - Master'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 or related curriculum and one year of experience in social work or counseling, preferably with the client population; or a bachelor's degree in one of the above fields from an appropriately accredited institution and two years of social work or counseling experience; or bachelor's degree from an appropriately accredited institution and four 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 specialized 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.