

## HUMAN SERVICES PROGRAM SPECIALIST

This is professional supervisory/coordinative work in a human services agency involving responsibility for independently coordinating and managing a small treatment program or unit as well as providing advanced social work/counseling services.

Employees provide both administrative and technical supervision to lower level employees. Employees also are responsible for program development and program planning; monitoring, evaluating, and modifying services; establishing priorities and implementing program objectives; having limited budget involvement including recommending budgetary needs and monitoring expenditures; 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, are responsible for program evaluation, and coordinating services with other agencies. Employees provide direct client services with a range of problems as identified at Social Worker III level, not to exceed 50% of time. Direct client services include in-depth formal and informal assessment of client and family situations to identify problem and appropriate intervention/treatment. Treatment plans are developed independently or through a team approach and presented at staffings. Assessments and treatment are conducted in the home and/or in an out-patient setting and may involve the total family unit. Employees have extensive involvement with community agencies in negotiating, coordinating, and advocating for services to client, and provide consultation to professional staff of other agencies. Work is differentiated from Human Services Coordinator III by the greater independence, the significant amount of time spent in the areas of program development and administration, the more advanced level of social work/counseling services provided, and the supervision of more complex programs.

Also recognized at this level is the responsibility for management of a satellite clinic which includes administrative and/or technical supervision of staff providing outpatient services to clients with a range of problems/diagnoses. The majority of employees time is in direct services to clients as described at Social Worker III.

Work may include other related assignments as determined by appropriate 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 develop 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 operations 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 two to eight 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: Not Applicable.

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. 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. General knowledge of the methods and principles of casework supervision and training. 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 from an accredited school of social work and two years of social work or counseling experience; or master's degree in counseling and two years of social work or counseling experience; or a bachelor's degree from an accredited school of social work and three years of social work or counseling experience; or four-year degree in a human services field or related curriculum including at least 15 semester hours in courses related to social work or counseling and four years social work or counseling experience; or graduation from a four-year college or university and five years of experience in counseling, a related human services field providing experience in the techniques of casework, group work, or community organization; or an equivalent combination of training and experience.