

I. DESCRIPTION OF WORK

Positions in this banded 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. Positions 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. Positions 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. Positions may recruit, train, assign workloads, and monitor activities of staff and may supervise staff. Positions 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. Positions at this role may handle more complex diagnosis and client's caseloads. Positions 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.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level typically assess clients, create complex programs and make recommendations for services, supervised by Director or Manager. They may supervise lower level staff, evaluate work progress and modify program services. They may monitor quality of service. They will coordinate services for clients both internally and externally. They will provide community education and consultation.</p>	<p>Positions at this level typically develop and implement complex treatment plans, under general supervision. They will supervise a program or unit. They may recruit and train other staff, assign workloads, evaluate progress of both clients and staff. They may have some input in budget, short and long range goals for program. They may establish work standards within the organization. They interpret.</p>	<p>Positions at this level typically provide intensive assessment and treatment in serious or complicated cases which require a range of evaluation and therapeutic intervention skills, with minimal supervision. They assist in all aspects of operating a Center including developing funding, providing strategic input, determining new approaches and methods and oversight of unit operations. They assign client caseloads, train staff and evaluate them. They may develop and interpret policy for the program.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Technical	Knowledge of the population to be served and the needs of that population. Knowledge of assessment tools and appropriate counseling techniques. Ability to evaluate and make assessments of the population. Knowledge of adaptive, developmental and social behaviors. Knowledge of available community resources to address client needs. Knowledge of appropriate program rules and regulations, and appropriate code of ethics.
Therapeutic Counseling	Ability to assess client needs, intervene appropriately and terminate services appropriately. Ability to use therapeutic counseling techniques to teach appropriate behaviors; ability to demonstrate desired behaviors, and supervise the practice of those desired outcomes. Ability to develop behavioral programs. Ability to facilitate/provide counseling on an individual, family and group basis to achieve individual service plan goals, and to resolve issues. Ability to evaluate effectiveness of programs.
Communication and Teamwork	Ability to listen, understand and convey information in oral and written form to the population served, their families and others. Ability to work collaboratively as a member of a team to provide services for clients and families. Ability to educate and instruct staff, families and community providers in methods and approaches.
Interpersonal Skills	Ability to develop and maintain effective relationships with clients and others to encourage and support communication and teamwork and to achieve therapeutic goals. Ability to build and maintain ongoing, collaborative, working relationships to achieve therapeutic goals. Ability to work and communicate with variety of community providers of services in order to assure client needs are met. Ability to communicate in training setting.
Planning/Organizing Work	Ability to develop more complex programs of treatment with specific goals and objectives. Ability to monitor and modify programs. Ability to evaluate client needs and determine type of services/programs to provide. Ability to assign work to subordinate staff. Ability to make strategic plans for units.
Advocacy Skills	Ability to develop and present the client's interests in all matters. Ability to strategically look for opportunities to expand resources for client.
Leading Work Teams	Ability to assign work and caseloads to subordinate and professional staff. Ability to evaluate and monitor work progress. Ability to establish work standards and assure adherence to state/federal and organizational policies. Ability to carry out limited disciplinary actions and performance appraisals.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL**Knowledge – Technical**

Knowledge of the population to be served and the needs of that population. Knowledge of assessment tools and appropriate counseling techniques. Ability to evaluate and make assessments of the population. Knowledge of adaptive, developmental and social behaviors. Knowledge of available community resources to address client needs. Knowledge of appropriate program rules and regulations, and appropriate code of ethics.

Contributing	Journey	Advanced
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. Skill in applying techniques of assessing psychosocial, behavioral, and psychological aspects of client needs.	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. Applied skill in using techniques of assessing psychosocial, behavioral, and psychological aspects of client needs.	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. Full knowledge of behavioral, developmental theories and educational principles. Skill in using techniques of assessing all aspects of client.

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

Therapeutic Counseling

Ability to assess client needs, intervene appropriately and terminate services appropriately. Ability to use therapeutic counseling techniques to teach appropriate behaviors; ability to demonstrate desired behaviors, and supervise the practice of those desired outcomes. Ability to develop behavioral programs. Ability to facilitate/provide counseling on an individual, family and group basis to achieve individual service plan goals, and to resolve issues. Ability to evaluate effectiveness of programs.

Contributing	Journey	Advanced
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. Ability to provide community education and consultation as needed. Basic ability to coordinate agency services at small clinic/unit.	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. Ability to provide community education and consultation as needed. Working ability to coordinate agency services at a small/medium clinic/unit.	Ability to determine focus of therapy in areas of client assessment. Full ability to develop programs, new approaches and methods of treatment. Ability to handle more complex and severe cases in assessment, casework and consultation.

Communication and Teamwork

Ability to listen, understand and convey information in oral and written form to the population served, their families and others. Ability to work collaboratively as a member of a team to provide services for clients and families. Ability to educate and instruct staff, families and community providers in methods and approaches.

Contributing	Journey	Advanced
Ability to effectively convey information to clients and others, under close supervision. Ability to express ideas clearly and concisely. Ability to facilitate the treatment team process. Ability to provide instruction to staff on new methods, etc.	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. Ability to coordinate the treatment team process with internal, government and community resources. Ability to provide community education and consultation.	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. Ability to lead the treatment team process. Ability to effectively communicate with caregivers on specific issues related to diagnosis, treatment and clients.

Interpersonal Skills

Ability to develop and maintain effective relationships with clients and others to encourage and support communication and teamwork and to achieve therapeutic goals. Ability to build and maintain ongoing, collaborative, working relationships to achieve therapeutic goals. Ability to work and communicate with variety of community providers of services in order to assure client needs are met. Ability to communicate in training setting.

Contributing	Journey	Advanced
<p>Ability to relate positively and calmly to clients, staff, families and community agencies. Ability to communicate specific behavioral concepts and techniques. Ability to relate in a consultative role with clients and their families. Ability to establish and maintain effective working relationships with members of caseload, families and community agencies.</p>	<p>Ability to relate positively to community groups and other professionals. Ability to work in partnership with community, government and other agencies in order to provide appropriate services. Ability to instruct and educate community and staff on new methods.</p>	<p>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. Ability to educate and instruct on more complex issues and problems.</p>

Planning/Organizing Work

Ability to develop more complex programs of treatment with specific goals and objectives. Ability to monitor and modify programs. Ability to evaluate client needs and determine type of services/programs to provide. Ability to assign work to subordinate staff. Ability to make strategic plans for units.

Contributing	Journey	Advanced
<p>Ability to create developmental, behavioral and educational programs. Ability to assess needs of client population in order to develop program and work operations. Ability to assign work and maintain workload balance within program. Developing procedures to improve efficiency.</p>	<p>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. Develop and implement procedures for efficiency. Ability to monitor programs for effectiveness, efficiency and performance of staff.</p>	<p>Ability to review existing treatment plans and identify areas needing improvement. Ability to recommend modifications to those plans and monitor implementation. Ability to modify procedures for efficiency. Ability to develop new program ideas and implement. Ability to assign caseloads.</p>

Advocacy Skills

Ability to develop and present the client's interests in all matters. Ability to strategically look for opportunities to expand resources for client.

Contributing	Journey	Advanced
<p>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.</p>	<p>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. Ability to provide and implement some of the services needed, using counseling and behavioral modification approaches. Ability to seek resources in governmental, community and other areas.</p>	<p>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. Ability to serve as a liaison between clients and providers of services. Ability to develop, negotiate, modify and review contracts with providers. Ability to strategically determine appropriate resources needed to meet client's needs.</p>

Leading Work Teams

Ability to assign work and caseloads to subordinate and professional staff. Ability to evaluate and monitor work progress. Ability to establish work standards and assure adherence to state/federal and organizational policies. Ability to carry out limited disciplinary actions and performance appraisals.

Contributing	Journey	Advanced
<p>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. Ability to monitor day to day performance and discuss issues with employees. Ability to carry out limited disciplinary actions if needed.</p>	<p>Ability to assign caseloads, monitor progress and provide constructive feedback. Ability to identify and allocate resources to accomplish programs. Ability to carry out most disciplinary actions. Ability to lead a medium size unit or Center. Ability to establish and implement guidelines for staff to follow.</p>	<p>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. Ability to assess training needs and coordinate training either developing it or outsourcing it. Ability to resolve minor problems and complaints. Ability to recruit, interview and screen for positions. Ability to prepare staff evaluations.</p>

V. MINIMUM TRAINING & EXPERIENCE

Bachelor's degree in a related Human Services discipline and three years of experience related to the area of assignment, or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

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