



Office of Human Resources

Human Services Supervisor

General Statement of Duties

Performs supervisory duties over employees who perform a variety of human service related duties such as providing supervision and implementation of behavioral/educational programs, receiving and responding to incoming telephone calls involving child abuse and/or neglect, and/or providing direct services to families/children including supervising visitations and in-home services.

Distinguishing Characteristics

This class performs supervisory duties over employees who perform a variety of human service related duties such as providing supervision and implementation of behavioral/educational programs, receiving and responding to incoming telephone calls involving child abuse and/or neglect, and/or providing direct services to families including supervising visitations and in-home services. This class is distinguished from a Social Case Worker Supervisor that performs supervisory duties over professional social case workers engaged in performing a variety of social services activities including counseling, referral, placement, and related services. The Human Service Supervisor is distinguished from Human Service Advocate that performs paraprofessional work providing direct services to families including supervised visitations and in-home services, participating in treatment planning with caseworkers and other community professionals, and referring families to community resources and services. The Human Service Supervisor is distinguished from Youth Worker that performs paraprofessional work providing supervision, implementing behavioral/educational programs for youth residents, maintaining a safe environment where youth are housed and involved in programmatic activities, observing and documenting the interaction and behavior of youths engaged in various daily activities, and working in collaboration with other professional staff to establish and/or meet the goals of the treatment plan. The Human Service Supervisor is distinguished from the Hotline Operator that receives incoming telephone calls involving child abuse and/or neglect, elicits essential information from caller, and determines the immediacy and type of response needed.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received & Quality Review

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communication & Purpose

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised

Supervises two or more employees who perform a variety of human service related duties.

Essential Duties

Performs supervisory duties over employees who provide supervision and implementation of behavioral/educational programs, receive and respond to incoming telephone calls involving child abuse and/or neglect, and/or provide direct services to families/children including supervising visitations and in-home services.

Meets with staff members to discuss status of clients/cases, problems encountered relating to clients/cases, actions steps, alternative solutions, and appropriate referrals and provides technical guidance and direction in unusual and non-standard situations.

Participates in special projects and/or committees regarding changes in client related programs, recommends policy changes, and develops and implements plans and procedures.

Ensures staff members attend trainings and workshops to obtain work related skills and to enhance work performance and professional growth.

Prepares weekly/monthly work schedules and modifies work schedules to meet the needs of clients and the work unit.

Prepares reports and other required documentation and ensures that staff prepares comprehensive records, reports, and documentation.

Reviews, develops, or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Perform other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Problem solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

None

Education Requirement

Associate's Degree in Sociology, Psychology, Human Services, Child Development, or a closely related field.

Experience Requirement

Three (3) years of public contact work providing services to families and children.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

By position, may require a Colorado Class "R" Driver's License by the completion of probation.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to varying and unpredictable situations.

Subject to many interruptions.

Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

FLSA Code: N

Management Level: 7

Established Date: 8/1/2018

Established By: Lori Schumann

Revised Date:

Revised By:

Class History: