



Office of Human Resources  
Youth Counselor Supervisor - CA2696

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### General Statement of Duties

Performs supervisory duties over youth counselors who provide individual coaching, conduct group sessions, and assist in the development of treatment plans for youth in a residential treatment facility and/or youth workers who provide supervision and a safe environment for youth in a residential treatment facility.

### Distinguishing Characteristics

This class performs supervisory duties over youth counselors and/or youth workers who work in a residential treatment facility. This class is distinguished from a Youth Counselor that performs standard level professional work providing individual coaching, conducting behavioral/social/educational skill development group sessions to youth in a residential treatment setting, assisting in the development and implementation of youth treatment plans, and executing behavioral/educational programs. It is distinguished from a Youth Worker that performs paraprofessional work providing supervision, implementing behavioral/educational programs, and maintaining a safe environment for youth residents of a treatment facility. The Youth Counselor Supervisor is distinguished from a Human Services Supervisor that performs supervisory duties over employees not working in the residential treatment facility who perform a variety of human service related duties such as, 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. The Youth Counselor Supervisor 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.

### Level of Supervision Exercised

Supervises two or more Youth Counselors and/or Youth Workers.

### Essential Duties

Directs and evaluates the work of youth counselors and/or youth workers, establishes, implements, and monitors unit and staff work programs and objectives, and explains appropriate policies, procedures, and standards to employees.

Plans, assigns, and reviews the work of youth counselors and/or youth workers and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Meets with staff members to discuss status of youth, problems encountered, actions steps, and alternative solutions and provides technical guidance and direction in unusual and non-standard situations.

Trains youth counselors and/or youth workers on coaching techniques, group interactions, and appropriate responses in emergency situations including physically subduing and/or restraining techniques in order to ensure a safe and security environment.

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 area.

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.

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.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

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

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

## Knowledge & Skills

Knowledge of the theories and practices of counseling sufficient to perform the duties related to the work assignment.

Knowledge of the theories and practices of Colorado Department of Human Services (CDHS) Volume 7 Residential Child Care Facility (RCC) licensing requirements related to the work assignment.

**Education Requirement**

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

**Experience Requirement**

Two (2) years of experience monitoring and supervising youth in a residential treatment facility and implementing behavioral/educational programs for youth residents.

**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.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

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 applying self defense and/or restraining procedures.

**Level of Physical Demand**

3-Medium (20-50 lbs.)

**Physical Demands**

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

Carrying: transporting an object usually by hand, arm, or shoulder.

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Crawling: moving about on hands and knees or hands and feet.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Feeling: perceiving attributes of objects by means of skin receptors.

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

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: Making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Lifting: raising or lowering objects weighing no more than 50 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**

**Pay Grade:** A-809  
**FLSA Code:** Y  
**Established Date:** 9/21/2018  
**Established By:** LS  
**Revised Date:**  
**Revised By:**  
**Class History:**