



## CLASS SPECIFICATION

Class Code: 60006130  
Date Established: 01/1987  
Last Reviewed: 09/2024  
Last Revised: 09/2024  
Last Title Change: 08/2018  
FLSA: non-exempt  
Probation: 12 months

### HUMAN SERVICES COORDINATOR

#### **DEFINITION**

Under general direction, is responsible for the oversight, operations, and maintenance of assigned program areas or units within the Human Services Agency; and performs related work as assigned.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

A bachelor's degree in social work, criminal justice, psychology, sociology, public administration, business administration, political science, education or a closely related field AND four years of full-time professional experience in a human services field, with at least two of those years acting in a supervisory capacity; OR an equivalent combination of education and experience.

#### **LICENSE OR CERTIFICATE**

A valid driver's license is required at the time of appointment.

#### **SUPERVISION EXERCISED**

Exercises direct supervision.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Plan, coordinate and supervise all operational aspects of assigned unit (s), by monitoring and evaluating caseloads, program effectiveness and analyzing trends which impact program services and activities and ensuring proper implementation of the programming model.

Develop and maintain linkages to the community including law enforcement, non-profit agencies, the courts, school district and other community social service providers. Analyze trends which affect the program; propose and develop solutions to address gaps in service.

Develop, implement, and evaluate the proper administration of programs, policy/procedures, and strategies; develop, monitor, and evaluate program related data to track the progress and outcomes of program deliverables.

Participate in special projects by assisting in the planning, development and implementation of new or expanded programs.

Administer programs by monitoring contract provisions, developing billing formulas and analyzing program management reports.

Supervise assigned staff, which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Develop and implement quality standards used to evaluate programs in accordance with the principles and practices of the assigned area.

Negotiate terms and administer contracts with service providers related to services necessary for assigned programs.

Develop, maintain, review and analyze program management reports.

Develop cost allocation procedures for programs; evaluate and approve cost allocation procedures used by vendor agencies.

Represent the department and assigned program area by participating on committees, boards and community organizations; work with regional partners to provide services and programs to assist clients.

Develop and make presentations to the public and media on issues relating to the area of assignment.

Provide program information and interpret laws, rules, regulations and procedures for other agencies, clients and the public. Ensure compliance with all applicable federal, state and local regulations and requirements.

Review appeals and complaints from clients; investigate complaints and recommend appropriate resolutions.

Ensure that assigned personnel and contracted staff perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**

Human services, residential care or housing programs and related community resources.

Department and countywide policies and procedures, including personnel related policies.

Legal procedures, practices, and requirements impacting area(s) of assignment.

State, federal and local laws and regulations that apply to area(s) of assignment.

Computer software specific to the area of assignment.

Washoe County budgeting and expenditure policies and procedures.

**Ability to:**

Select, supervise, and evaluate the performance of assigned staff.

Evaluate operational problems or program inefficiencies; develop sound conclusions; make effective decisions and/or recommendations.

Plan, develop and administer budgets for assigned programs and monitor expenditures.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

**Knowledge of:**

Principles and practices of effective management and supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation, and discipline.

Principles and practices of program planning, implementation, and administration.

Principles and practices of budget development and financial management.

Contract negotiation and administration.

Human services functions, services, and programs.

Social, psychological, and economic factors affecting clients; socio-economic conditions and trends.

**Ability to:**

Plan, coordinate and direct the operations of assigned programs and services to accomplish established goals and objectives and optimize efficiency.

Identify problems, make decisions, and implement solutions.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency.

Interpret and apply laws, regulations, policies and procedures.

Negotiate contracts with vendors and make recommendations to the division director concerning contracts.

Research, compile, tabulate, analyze, and interpret data and information.

Communicate effectively, both orally and in writing with people of diverse backgrounds.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Establish and maintain effective working relationships with those contacted in the course of work including other departments, divisions, outside agencies, vendors, clients, parents, media, management, staff and the general public.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment.)*

Ability to sit for extended periods. Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, copiers, telephone, and FAX machine.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*