



CLASS SPECIFICATION

Class Code: 16075
Date Est: 05/2007
Last Rev: 10/2013
Last Title Chg: 03/2001
FLSA: Exempt
Probation: 12 Months

HUMAN SERVICES PROGRAM SUPERVISOR

DEFINITION

Under supervision, provides support services and direct supervision to specialty program areas including nursing, domestic violence, and relative location services. May provide training and/or coordinate training and education to mandated reporters as defined by Nevada Revised Statutes with the outcome of enhancing the safety, permanency and well-being of indigent clients and children in Washoe County custody; works with assigned staff to provide consultation on difficult cases including serious allegations of abuse and neglect; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A Bachelor's degree from an accredited college or university in Criminal Justice, Psychology, Social Work, Sociology, or a closely related field and three years of professional level experience in a human services field in a medical/health program servicing indigent clients, children and families or working with individuals or families in a community-based program including one year lead or supervisory experience; OR equivalent combination of related education and experience.

* A Master's Degree from an accredited college or university in Human Services or related field may substitute for one year of experience.

LICENSE OR CERTIFICATE

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

SUPERVISION EXERCISED

Exercises direct supervision over professional, para-professional and support staff.

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

Develop, implement, evaluate and revise program objectives and performance outcomes regarding the health and well-being of clients by collecting, analyzing, and interpreting program data including statistical and narrative reports, and other information to determine that programs meet indigent services and child welfare community needs, grant and regulatory requirements.

Supervise program staff including staff selection, training, assigning and reviewing work, conducting performance evaluations, implementing discipline, performance improvement, and conflict resolution procedures when necessary. Manage workload for assigned areas.

Coordinate the Department's community training and education for professional mandated reporters of child abuse and neglect.

Coordinate delivery of services and make appropriate referrals to community agencies providing indigent services to adults, children and families.

Monitor and evaluate contract provider services of established programs that serve client-base including process improvement and expenditures.

Respond to high-risk and emergency situations as identified by indigent service and child welfare staff and ensure action is taken or coordinated.

Evaluate statistical information and staffing needs of an assigned program area. Maintain, review and interpret program management reports concerning workload, budget, personnel, and related issues. Write grants to support funding of programs.

Participate in case conferences with indigent services and child welfare staff for consultation.

Participate in inter-agency and intra-agency committees to promote understanding and cooperation related to assigned program area.

May prepare and recommend the program's budget; develop recommendations for purchase of equipment and supplies; assist with program reviews and financial audits by explaining expenditures and providing other information requested by auditors.

May develop and write grant applications and related documents including needs assessments, program performance measures, personnel and funding requirements; maintain required reports and records to ensure that funding requirements continue to be met; reapply for grants as necessary to maintain funding for assigned program areas.

Represent the Department on committees, boards, and community meetings.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:

Countywide personnel policies, such as affirmative action, sexual harassment, and EEO.

Program management and coordination.

Program planning and development methods and techniques.

Principles of general management, training, and supervision.

Regulations governing professional nurses, social workers and physicians.

Human behavior pertaining to child abuse/neglect and domestic violence.

Crisis intervention strategies.

Socio-economic conditions, trends and factors that promote stable family life.

Factors influencing human growth and development.

Grant development and administration techniques.

Ability to:

Learn departmental and division policies, practices and procedures relevant to Indigent and Children's Services including rules and NRS regulations related to the assigned area.

Learn computer software specific to the department/division.

Collaborate with professionals and community agencies in case management issues.

Interpret and apply pertinent laws, regulations, policies and procedures to establish and support program objectives.

Coordinate and manage the work of a variety of professional staff involved in the delivery of social and medical services.

Select, supervise and evaluate the performance of assigned staff.

Gather, organize, analyze, report, and present a variety of data and information.

Operate a personal computer and a variety of software packages; research on the Internet; and other investigative tools for database management.

Maintain confidentiality of case information and records.

Maintain professionalism while dealing with difficult situations and/or clients.

Maintain effective working relationships with clients from a wide-range of socio-economic backgrounds, staff, representatives of other departments, organizations, and members of the community.

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

Work collaboratively across project teams, cross-functional teams, and service providers.

Evaluate programs to determine their effectiveness in meeting goals and objectives, develop and implement program modifications.

Work well with staff and members of the community of varying levels of technical expertise and communicate to various levels of management in high-pressure situations and complex environments.

Communicate effectively both orally and in writing.

SPECIAL REQUIREMENTS

Essential duties require the following physical abilities and work environment:

Ability to lift and move objects up to 25 pounds. Ability to use office equipment including computers, copiers, telephone, FAX. Work is performed in an office and other environments.

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