



CLASSIFICATION NO. 563

Established: 7/93

Revised: 2/08

FLSA: Non-Exempt

EEO: 2

## **HUMAN SERVICES COORDINATOR 2**

### **CLASS CHARACTERISTICS**

Under direction, to plan, organize and coordinate the activities and personnel of a human service or community program or project; to participate in program planning and evaluation; to lead the work of assigned staff; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Human Services Coordinator 2 is used within numerous County departments to manage human service and community programs and projects that provide services to individuals within the community. Programs may include working with individuals and/or families with social, economic, mental and/or physical disadvantages; involvement in the corrections or court systems, and people with needs in housing, health, education, family, problem solving, and legal issues.

The Human Services Coordinator 2 is responsible for the coordination of staff and resources for a community program providing various related services to a specific target population. Positions at this level prepare daily operating procedures, work plans and schedules and participate in developing program policies, guidelines, and goals. Incumbents lead the work of staff providing direct services to clients and may provide direct program services of a high-level or specialized nature.

The Human Services Coordinator 2 differs from the Human Services Coordinator 1 which is responsible for coordinating services provided to clients through direct participation, volunteers, and support staff or through services provided by other programs or agencies, and which is more limited in its involvement in fiscal and policy development responsibilities. It also differs from the Human Services Supervisor which has full supervisory responsibility for assigned staff.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Plans and coordinates the activities of one or more human service or community programs or projects; develops work plans, assigns caseloads, allocates resources, and develops schedules to accomplish program goals and objectives.
2. Monitors and evaluates program effectiveness in meeting established objectives; develops and implements procedural improvements; participates in policy development and recommends policy changes to higher level management.
3. Recruits, screens, and makes hiring recommendations to the hiring manager for non-regular program staff and volunteers; leads the work of and trains professional,

paraprofessional and/or other program support staff and volunteers; provides direction to staff on complex technical or procedural issues; makes or reviews decisions on difficult case problems.

4. Coordinates development and maintenance of client and/or program record keeping systems; manages, maintains or reviews client and/or program case files; prepares required statistical or written reports.
5. Coordinates the activities of the program/project with other human service or community programs within assigned department and other community and government agencies; serves as liaison to private industry.
6. Coordinates, prepares and submits grant applications; ensures compliance with grant reporting requirements; serves as liaison with granting agency; assists in preparing and updating budgets; manages budget/grant funds and authorizes/reviews limited program expenditures; gathers and compiles data and prepares reports.
7. Oversees coordination of and conducts public relations and outreach activities; recruits volunteers and donations; develops resources within community and private organizations; provides program information to the public, community groups and agencies; prepares or reviews flyers, brochures, newsletter articles, classified advertisements, press releases, correspondence, and materials for electronic media.
8. May provide direct program services, particularly in complex, urgent or sensitive cases or while training other program staff; documents program services.

### **REQUIRED KNOWLEDGE AND SKILLS**

Working knowledge of: Principles, methods and techniques in specific area/field relevant to assigned program; principles and practices of public administration, including organization design, and budget/grant administration; principles and practices of public relations; needs of individuals with limited economic and social resources; needs of individuals/families within assigned program; community resources; case management methods and techniques; program evaluation methods and research procedures; office equipment, including personal computers and software programs.

Some knowledge of: Techniques of supervision, leading work, training, developing and recommending improvement for staff; participative management techniques.

Skill to: Plan and coordinate a human service or community program; effectively develop and utilize available staff, program and community resources; communicate effectively, both orally and in writing; lead the work of assigned staff and volunteers; incorporate team participation in decision-making; relate to a wide range of clients, personnel, professional staff and community representatives; interpret policies and develop corresponding procedures; gather and evaluate data; establish and maintain effective working relationships with program clients, community, private and government agencies, County employees and the public; prepare and present written materials and oral presentations for the public; research and write grants; provide direct program services; interpret policies and develop corresponding program procedures operate computer software and other office equipment.

## **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of four (4) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

## **PRE-EMPLOYMENT REQUIREMENTS**

Positions which involve the provision of court-connected mediation services will be required to meet the requirements for court-connected civil mediators as described in Chief Justice Order No. 05-028.

Some positions require being a past consumer or family member advocate of the services provided.

Positions within Health, Housing and Human Services must successfully pass a criminal history check which may include national or state fingerprint records check; Positions within the County's Criminal Justice agencies must successfully pass an extensive background investigation which may include national fingerprint records check.

Some positions require a pre-employment drug test. All positions within the County's Criminal Justice agencies and Housing Authority must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

## **POST-EMPLOYMENT REQUIREMENTS**

Some positions require possession of Law Enforcement Data System (LEDS) certification within 90 days of hire.

Edited: 9/22