



CLASSIFICATION NO. 561

Established: 10/79

Revised: 1/93, 12/07

FLSA: Exempt

EEO: 2

HUMAN SERVICES SUPERVISOR

CLASS CHARACTERISTICS

Under general supervision, to plan, organize and supervise the activities and personnel of a human service program or project; to assist in program planning and evaluation; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Human Services Supervisor is used within the Department of Human Services and other departments to manage community service programs and projects that provide services to individuals with social, economic, mental and/or physical disadvantages.

The Human Services Supervisor is responsible for the coordination and supervision of staff and resources for a community service program providing various related services to a specific target population. Positions at this level work within established policies and guidelines to develop daily operating procedures, work plans and schedules.

The Human Services Supervisor differs from the Human Services Coordinator which coordinates a smaller program without full supervisory responsibility for assigned staff. It further differs from the Human Services Manager which manages a larger, more complex program and has significant responsibility and authority for policy development, long range planning and program evaluation.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Plans and coordinates the activities of a human service program or project; develops work plans, assigns case loads, allocates resources and develops schedules to accomplish program goals.
2. Monitors and evaluates effectiveness in meeting established objectives of program and clientele; develops and implements procedural improvements and recommends policy changes to higher level management.
3. Hires and supervises professional and/or technical staff to provide quality service to citizens and County staff; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments.
4. Provides direction to staff on complex technical or procedural issues; makes or reviews decisions on difficult case problems; maintains or reviews client case files.

5. Coordinates the activities of the program/project with other human service programs within assigned department and other community and government agencies; serves as liaison to private industry.
6. Assists in preparing and updating budgets and grant proposals; manages budget/grant funds and authorizes/reviews limited program expenditures; gathers and compiles data and prepares reports.
7. 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 and correspondence.

REQUIRED KNOWLEDGE AND SKILLS

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

Skill to: Plan and coordinate a human service program; effectively develop and utilize available staff, program and community resources; communicate effectively, both orally and in writing; relate to a wide range of clients, personnel, professional staff and community representatives; interpret policies and develop corresponding procedures; gather and evaluate data; direct staff in continuous efforts to improve quality productivity and effectiveness; incorporate team participation in decision making; make program and customer service decisions based upon best practice and trends; respond to changes desired by citizens and County staff; establish and maintain effective working relationships with community private and government agencies, County employees and the public; prepare and deliver oral presentations before public groups; 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 six (6) 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 within Developmental Disabilities (DD) must meet the minimum standards for a CDDP Supervisor under Community Developmental Disability Programs as defined in OAR 411.

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Some positions require passing 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.

Edited: 7/13