

## HUMAN SERVICES SUPERVISOR

### FUNCTION OF THE JOB

Under direction, to perform work involving the supervision of unit staff in implementing, monitoring, and evaluating human service programs; and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Supervises unit staff, manages unit workload, and reviews day-to-day determinations made by unit staff on client needs, eligibility for services, treatment plans, funding issues, and appropriate placements, in accordance with state and federal standards.
2. Provides oversight and direction to staff in responding to crisis and emergency situations which involve the health and safety of vulnerable populations.
3. Provides program monitoring of contracted services for the unit to ensure contract compliance within budget constraints.
4. Evaluates program effectiveness on a client specific basis, resolves problems between staff and contract agencies, recommends corrective action if warranted, and gathers information for development of new services to meet changing needs.
5. Participates in the evaluation of unit program operation for compliance with federal, state, and local laws, regulations, and codes to ensure certification and funding.
6. Selects and evaluates unit staff and makes recommendations on other personnel related activities.
7. Develops, coordinates, and presents in-service training and staff development programs and orientation on new regulations impacting the unit.
8. Assists in budget preparation for the unit and in grant application preparation to gain program funds for unit needs.
9. Assists in preparation of requests for proposals by gathering historical and statistical data; evaluates vendors and makes recommendations concerning their selection.
10. Serves as liaison between the unit and the courts, law enforcement agencies, professionals, community groups, schools, and the general public.
11. Serves on advisory committees for the unit and acts as a consultant to provider agencies.
12. Consults with other unit supervisors regarding clients' needs, available services, and future impact on the unit in order to provide for continuity of cases.
13. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
14. Establishes and maintains effective working relationships with staff, clients, community and social agencies, businesses, and the general public.
15. Performs other duties as required.

### QUALIFICATIONS

#### Essential Knowledge and Abilities

1. Considerable knowledge of the principles, practices, methods and techniques used in providing human service programs.
2. Considerable knowledge of the role of human service programs and the objectives of a public agency providing these services.
3. Considerable knowledge of social, medical, and rehabilitative issues such as family disorganization, child maltreatment, poverty, unemployment, alcoholism, drug addiction, mental illness, developmental disability, and their effect on the individual and family.
4. Considerable knowledge of federal, state, and local laws, rules and regulations concerning the

## QUALIFICATIONS

### Essential Knowledge and Abilities (continued)

- operation of human service programs specific to the population served.
5. Considerable knowledge of administrative, managerial, and supervisory principles and practices.
  6. Considerable knowledge of revenue sources including third party insurance reimbursement regulations and processes.
  7. Working knowledge of computerized department program software, including electronic health record, Internet access, and database, spreadsheet and word processing programs.
  8. Working knowledge of contract management, monitoring and evaluation.
  9. Working knowledge of budgeting, planning, and analytical methods and techniques.
  10. Working knowledge of community resources relating to populations served.
  11. Working knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
  12. Ability to plan, assign, supervise, and evaluate the work of others.
  13. Ability to utilize word processing, database and spreadsheet programs.
  14. Ability to interpret and apply agency rules, directives and policies.
  15. Ability to establish and maintain effective working relationships with staff, clients, community and social agencies, businesses, and the general public.
  16. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
  17. Ability to plan, develop, implement, and evaluate programs for client services and referrals.
  18. Ability to make effective decisions on service intervention in a crisis-oriented environment.

### Training and Experience

1. a. Graduation from a recognized college or university with a bachelor's degree in social work, sociology, psychology, or a closely related field.  
  
OR
- b. For work assignments in the Clinical Division, a master's degree in social work, sociology, psychology, or a closely related field is required. Possession of an unrestricted license by the State of Wisconsin as a mental health or substance abuse provider.
2. Three (3) years of responsible professional work experience in social work or counseling in a human service agency.
3. A master's degree from a recognized college or university in social work, sociology, psychology, or a closely related field may be substituted for one (1) year of the required work experience.