

DESCRIPTION: Under limited supervision, supervises a group of DHHS Resource Developers and/or related support staff responsible to develop resources to provide various human services, perform contract monitoring functions and collaborate with Child and Family Services Specialist staff on out-of-home placement activities; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the second classification level of two in the DHHS Resource Developer class series. Positions allocated to this class, on a regular and recurring basis, perform work as a supervisor of three or more DHHS Resource Developer staff and/or related support staff. This class is differentiated from the DHHS Resource Developer class with the inclusion of supervisory responsibilities.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Plans, assigns, directs and evaluates the work of assigned staff including recommending personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, and work schedules and assignments to ensure efficient and effective accomplishment of work.

Confers with and advises assigned staff to exchange information on and/or explain contract provisions, quality assurance methodology, work policies, procedures, and standards, and to identify the characteristics and impact of work problems and formulate possible solutions.

Compares work performance and/or products of assigned staff with established standards to determine and recommend personnel actions such as appointments, promotions, disciplinary actions, grievance dispositions, status changes and separations to agency management staff, to identify employee training needs and to improve career advancement potential.

Trains assigned staff to improve and maintain job performance levels of employees and meet standards through their exposure to necessary job knowledge and abilities.

Recruits providers and assesses qualifications to establish provider agreements for various social services customers served.

Monitors provider contracts; evaluates provider services and conducts reviews to ensure contracted services provided are adequate and meets the needs of customers. Recommends contract revisions, development of service improvement plans and/or contract termination.

Consults and coordinates with Economic Assistance staff on the availability of services needed by customers serviced such as transportation, respite care, chore services etc. Collaborates with providers to develop methods to continually meet customer's needs.

Conducts or assigns home study and/or quality assurance reviews of service providers and staff to ensure contractors are meeting defined outcomes. Reports on contractor performance issues and provides input into action taken.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and techniques of supervision; the principles and practices of social work; federal and State laws, regulations and guidelines concerning services delivery; the principles of individual and group behavior; training methods procedures and evaluation; work performance or other standards development; community and service organizations.

Skill in: interviewing to collect and elicit essential information; communicating to receive and relay information; listening to and understanding information received.

Ability to: manage human resources; plan, assign, direct and evaluate the work of staff; understand pertinent federal and State laws; interpret and apply agency policies, procedures and guidelines; protect confidential information; interact with community leaders; apply problem solving techniques to a variety of different circumstances; collect and maintain data and analyze for trends; prepare reports.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Post high school coursework/training in social work, sociology, counseling, guidance, psychology, child development or related field AND experience in a social services organization with responsibility for resource development, eligibility determination for public assistance and/or social services programs, case management or contract monitoring and experience in supervision and employee performance or program analysis/evaluation.

OR

Bachelor's degree in any of the previously listed fields and experience as a lead worker/supervisor.

SPECIAL NOTES:

Positions in this class may require an employee to possess a valid driver's license or the ability to provide independent authorized transportation in order to perform work-related travel.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).