HUMAN SERVICES



Broad Occupational Category - 73

DUTIES AND RESPONSIBILITIES

- *Collect, analyze, and present data related to program performance.*
- *Interpret and apply state and federal laws, regulations, and administrative codes.*
- *Prepare reports, including annual and ad hoc reports.*
- *Develop and maintain case records (paper and electronic).*
- *Facilitate and organize meetings, training sessions, and site visits.*
- *Explain program policies, procedures, and legal requirements to clients.*
- *Serve as liaison between the agency and elected officials or community organizations.*
- *Develop and implement program objectives and operational procedures.*
- *Manage a child support enforcement caseload.*
- *Advise clients and staff on regulatory requirements and procedures.*
- *Supervise and train staff.*
- *Coordinate interagency collaboration and community partnerships.*
- *Prepare and evaluate statistical and programmatic reports.*
- *Ensure data accuracy for administrative, legal, and fiscal reporting.*
- *Evaluate organizational effectiveness and recommend strategic improvements.*

NEBRASKA

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COMPETENCIES

- **Time Management:** Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Written Communications:** Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
- **Compassion:** Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
- **Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Dealing With Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

- **Composure:** Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Timely Decision Making:** Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.
- **Decision Quality:** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Organizing:** Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Motivating Others:** Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- **Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.

SMART Goal Prompting Questions

Collect, analyze, and present data related to program performance

- What actions could you take to improve the accuracy, timeliness, usefulness, or presentation of program-performance data?
- How will you measure success, such as reducing data errors, shortening reporting time, improving data completeness, or helping managers make better decisions?
- What data-analysis tools, dashboards, reporting processes, or quality-control procedures could strengthen your work?
- How does accurate and meaningful performance data support effective human services programs and outcomes?
- By what date or reporting cycle will you aim to improve a specific data-collection, analysis, or reporting process?

Interpret and apply state and federal laws, regulations, and administrative codes

- What strategies could you use to improve your ability to interpret and consistently apply laws, regulations, and administrative codes?
- How will you measure success, such as reducing compliance errors, improving response times, or ensuring regulatory changes are incorporated into procedures?
- What training, reference materials, regulatory-monitoring tools, or consultation processes could strengthen your knowledge?
- How does accurate interpretation of legal and regulatory requirements support consistent and compliant service delivery?
- By what date or regulatory review cycle will you aim to improve a specific compliance practice?

Prepare reports, including annual and ad hoc reports

- What steps could you take to improve the accuracy, clarity, timeliness, and usefulness of required and requested reports?
- How will you measure success, such as reducing revisions, meeting reporting deadlines, improving data accuracy, or increasing stakeholder satisfaction?
- What templates, automated reporting tools, data-validation processes, or review procedures could strengthen report preparation?
- How do accurate and timely reports support accountability and informed program decisions?
- By what date or reporting cycle will you aim to improve a specific reporting process?

Develop and maintain case records (paper and electronic)

- What actions could you take to improve the accuracy, completeness, organization, security, or accessibility of case records?
- How will you measure success, such as reducing documentation errors, improving record retrieval times, or increasing timely completion of case documentation?

- What electronic systems, standardized templates, filing procedures, or quality-control reviews could strengthen case-record management?
- How do accurate case records support continuity of services, legal requirements, accountability, and effective case management?
- By what date or documentation cycle will you aim to improve a specific case-record process?

Facilitate and organize meetings, training sessions, and site visits

- What strategies could you use to improve the planning, coordination, and effectiveness of meetings, training sessions, and site visits?
- How will you measure success, such as improving attendance, reducing scheduling issues, increasing participant satisfaction, or ensuring action items are completed?
- What agendas, scheduling tools, communication methods, or follow-up processes could strengthen these activities?
- How do well-organized meetings and training opportunities support communication, collaboration, and program effectiveness?
- By what date or event cycle will you aim to implement a specific improvement?

Explain program policies, procedures, and legal requirements to clients

- What actions could you take to make program policies, procedures, and legal requirements easier for clients to understand?
- How will you measure success, such as reducing repeat questions, improving client understanding, reducing processing errors, or improving client feedback?
- What plain-language resources, scripts, visual aids, training, or communication techniques could strengthen explanations?
- How does clear communication help clients understand their responsibilities, options, and available services?
- By what date or service cycle will you aim to improve a specific client-communication practice?

Serve as liaison between the agency and elected officials or community organizations

- What steps could you take to improve communication, responsiveness, and relationships between the agency and elected officials or community organizations?
- How will you measure success, such as improving response times, increasing stakeholder engagement, reducing communication gaps, or receiving stronger partner feedback?
- What communication plans, briefing materials, stakeholder meetings, or outreach practices could strengthen these relationships?
- How does effective liaison work support public understanding, collaboration, and successful delivery of human services?
- By what date or engagement cycle will you aim to improve communication with a specific stakeholder group?

Develop and implement program objectives and operational procedures

- What strategies could you use to make program objectives and operational procedures clearer, more measurable, and more effective?
- How will you measure success, such as improving achievement of program objectives, reducing process inconsistencies, or shortening implementation times?
- What performance measures, process-mapping tools, stakeholder input, or implementation plans could strengthen program development?
- How do clear objectives and procedures support consistent service delivery and achievement of agency goals?
- By what date or program cycle will you aim to implement and evaluate a specific improvement?

Manage a child support enforcement caseload

- What actions could you take to improve the organization, timeliness, accuracy, or effectiveness of child support enforcement case management?
- How will you measure success, such as reducing case backlogs, improving timely case actions, increasing collection rates, or reducing documentation errors?
- What case-management tools, prioritization methods, automated reminders, or workflow improvements could strengthen caseload management?
- How does effective caseload management support families and improve program outcomes?
- By what date or case-review cycle will you aim to achieve a measurable improvement in caseload management?

Advise clients and staff on regulatory requirements and procedures

- What strategies could you use to improve the accuracy, consistency, and accessibility of guidance provided to clients and staff?
- How will you measure success, such as reducing repeat questions, decreasing procedural errors, improving compliance, or increasing stakeholder confidence?
- What reference guides, training resources, standardized responses, or regulatory-monitoring practices could strengthen your ability to provide guidance?
- How does accurate advice support consistent program administration and compliance with requirements?
- By what date or regulatory review cycle will you aim to improve a specific guidance or consultation process?

Supervise and train staff

- What actions could you take to improve staff supervision, development, training, and accountability?
- How will you measure success, such as improving completion of performance goals, increasing training participation, reducing recurring errors, or improving employee feedback?

- What coaching methods, mentoring practices, training resources, performance measures, or feedback processes could strengthen staff development?
- How does effective supervision and training contribute to quality service delivery and achievement of program goals?
- By what date or performance/training cycle will you aim to implement and evaluate a specific improvement?

Coordinate interagency collaboration and community partnerships

- What steps could you take to improve collaboration, communication, and coordination among agencies and community partners?
- How will you measure success, such as increasing partner participation, reducing duplication of services, improving referral outcomes, or completing joint initiatives more efficiently?
- What regular meetings, shared resources, referral processes, communication protocols, or partnership agreements could strengthen collaboration?
- How do strong interagency and community partnerships improve outcomes for clients and communities?
- By what date or program cycle will you aim to strengthen a specific partnership or collaborative process?

Prepare and evaluate statistical and programmatic reports

- What actions could you take to improve the accuracy, efficiency, analysis, and usefulness of statistical and programmatic reports?
- How will you measure success, such as reducing errors, meeting reporting deadlines, improving data interpretation, or providing more actionable recommendations?
- What analytical tools, reporting templates, data-validation procedures, or visualization techniques could strengthen reporting?
- How do meaningful statistical and program reports support program evaluation and informed decision-making?
- By what date or reporting cycle will you aim to improve a specific reporting or evaluation process?

Ensure data accuracy for administrative, legal, and fiscal reporting

- What strategies could you use to improve the accuracy, completeness, consistency, and reliability of data used for administrative, legal, and fiscal reporting?
- How will you measure success, such as reducing data corrections, improving audit results, or increasing the percentage of reports completed accurately on the first submission?
- What validation procedures, reconciliation processes, automated checks, or quality-control reviews could strengthen data accuracy?
- How does reliable data support legal compliance, fiscal accountability, and sound program management?
- By what date or reporting cycle will you aim to implement and evaluate a specific data-quality improvement?

Evaluate organizational effectiveness and recommend strategic improvements

- What actions could you take to identify opportunities to improve organizational efficiency, service delivery, or program outcomes?
- How will you measure success, such as reducing processing times, improving service outcomes, eliminating unnecessary steps, or achieving measurable cost or resource savings?
- What performance data, process analysis, benchmarking, stakeholder feedback, or continuous-improvement methods could strengthen your evaluation?
- How does evaluating organizational effectiveness support better use of resources and achievement of agency goals?
- By what date or organizational review cycle will you complete an evaluation and implement at least one measurable improvement?