



**Lake County
Human Services Supervisor**

BAND	GRADE	SUBGRADE	FLSA STATUS
C	4	1	Exempt

NATURE OF WORK
<p>The fourth level of the Human Services Support Series is responsible for supervising a defined human services function, process or service that directly supports the day-to-day operations of the human services of the County. Responsibilities may include supervising staff; identifying and proposing areas operational modifications; preparing and monitoring an assigned budget; assigning and reviewing work of lower level support staff; scheduling support staff; and establishing and enforcing work procedures and processes.</p>

TYPICAL CLASS RESPONSIBILITIES: (These responsibilities are a representative sample; position assignments may vary.)		FREQUENCY	BAND/ GRADE
1.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.	Daily 40%	C4
2.	Manages the day-to-day Income Maintenance Unit and related staff operations by: planning, coordinating the delivery of services; administering, and evaluating programs, processes, procedures, and standards; and monitoring compliance with Federal, State, and local laws, regulations, codes, and standards.	Daily 15%	C4
3.	Performs case management functions for assigned programs, including: performing intake duties; conducting interviews to determine individual needs; and approving or denying requests for services.	Daily 30%	B2
4.	Responds to inquiries and explains services, processes, and programs provided by the unit.	Daily 15%	B2
5.	Performs other duties of a similar nature or level.	As Required	N/B

FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:
<p>The above classification responsibilities represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.</p>

LEVEL OF DECISIONS
<p>Incumbents have appreciable latitude for determining the appropriate actions, decisions, or processes to use due to their professional knowledge and experience. Assignments are broad in nature, usually requiring some originality and ingenuity to ensure an appropriate alignment between assignments and organizational policies and objectives.</p>



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DIRECTION RECEIVED

Work under general supervision, but is provided with clear objectives and standards to coordinate specific areas within assigned program. This level has increased individual responsibility to coordinate the processes.

DIRECTION PROVIDED

Incumbents assign/delegate work assignments to lower level employees; supervise staff; troubleshoot problems and issues commensurate with relevant experience; make, schedule, and monitor work assignments.

TRAINING AND EXPERIENCE REQUIREMENTS

Bachelor's degree in Social Work or related field; 3 years related experience; or an equivalent combination of education and experience.

LICENSING REQUIREMENTS

Incumbents in this class typically require:

- None

KNOWLEDGE REQUIREMENTS

- Supervisory principles and practices;
- Case management principles and techniques;
- Problem solving techniques;
- Community resources;
- Customer service principles;
- Applicable Federal and State policies, and regulations;
- Computers and related software applications.

SKILL REQUIREMENTS

- Monitoring and evaluating subordinates;
- Delegating and prioritizing work;
- Providing customer service;
- Providing case management services;
- Applying applicable Federal and State policies and regulations;
- Preparing reports;
- Using computers and related software applications;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

PHYSICAL REQUIREMENTS

Positions in this class typically require: reaching, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.



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CLASSIFICATION HISTORY	
DATE	COMMENT
March, 2017	Draft prepared by GBS (GM)
October, 2017	Revised by GBS (MO)

NOTE

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.