

## HUMAN SERVICES SUPERVISOR

### **Definition:**

Under direction, supervises Human Services Technicians and/or other assigned staff engaged in determining initial and/or continuing eligibility for public assistance, including eligibility and employment services programs and specialized assignments.

### **Distinguishing Characteristics**

Incumbents function as first line supervisors for Human Services Technicians and/or other assigned staff, and may operate as a working supervisor.

### **Essential Functions:**

- Assigns, monitors and controls public assistance programs to ensure quality, quantity and timeliness; verifies case records prepared by subordinates for eligibility, accuracy, completeness and timeliness.
- Prepares performance evaluations and handles disciplinary matters for subordinate employees; keeps detailed records of all factors pertaining to employee performance.
- Makes recommendations regarding hiring, promotions, salary increases, disciplinary actions and/or terminations.
- Reviews and verifies payroll documents.
- Evaluates staff development needs and makes recommendations for training; personally conducts training sessions for subordinates or other agency staff in areas of expertise; teaches and coaches subordinates individually as required to assist them in meeting performance goals.
- Participates in departmental staff meetings and training sessions to keep abreast of changing policies, regulations and procedures.
- Confers with department management to discuss policies, procedures, staffing and equipment needs, disciplinary matters, etc.
- Answers inquiries from the public or from other agencies regarding available programs and services; handles complaints from citizens or other agencies concerning alleged actions of subordinates.
- Participates in community collaboratives and coalitions, providing leadership as needed.
- Prepares and presents information on department programs to the public as needed.
- Prepares written procedures and desk manuals to coach, mentor and lead staff in performing job duties in accordance with departmental policy and procedures.
- Conducts surveys regarding departmental work and compiles results into written reports.
- Maintains records and prepares reports.
- Models the mission and values of the department into daily job performance.
- In emergency situations performs staff casework.
- Performs special projects as assigned by department management.
- Inspects work areas for safety hazards and takes corrective action.
- Assists with the investigation, written response and testimony required regarding alleged violations for civil rights hearings.
- Performs other job-related duties as assigned.

**Employment Standards:**

Completion of 60 semester or 90 quarter units from an accredited college or university, or a Human Services Certificate Program. In addition, two (2) years combined experience equivalent to a Human Services Technician III or Human Services Technician IV.

OR

Any combination equivalent to four (4) years experience as a Human Services Technician II, Human Services Technician III or Human Services Technician IV.

Possession of a valid Class C California driver's license is required upon appointment. Incumbents must have the ability to travel to designated locations.

**Knowledge of:** California public assistance regulations; county policies and procedures regarding personnel and disciplinary matters; current departmental supervisory practices; and proficiency in department's computer system and department programs.

**Ability to:** Gather and analyze information and make decisions using sound judgment in stressful situations; de-escalate potential client/worker conflicts; establish priorities and organize work accordingly; delegate responsibilities and authority to subordinates; read, understand and interpret complex public assistance regulations; motivate subordinate employees; effectively discipline subordinate employees; establish and maintain good working relationships with subordinates, co-workers and collaborative community partners; communicate effectively with individuals and groups of persons with diverse backgrounds; maintain a non-judgmental attitude; communicate effectively in writing; reflect a positive department image.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.

Revised  
May 2014  
#3695  
Js3695  
(Former Title: Eligibility Supervisor)