

STATE OF ARIZONA JOB CODE SPECIFICATION

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| FLSA: | EXP | Job Code: | ACV78715 |
| Job Class Code: | 770 | Salary Schedule: | ASRRHMSVC |
| EEO Category: | 02 | Grade: | 19 |
| Workers Comp Code: | 8832 | | |

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| Job Code Established: | 02/04/81 | Effective Date: | |
| Job Code Revised: | | Effective Date: | |

JOB CODE SERIES: Social Work Series

JOB CODE TITLE: HUMAN SERVICE UNIT SUPERVISOR

HRIS TITLE: HUM/S UNIT SPV

CHARACTERISTICS OF THE CLASS: Under direction, supervises a working unit carrying out operations involving services to families, children or adults in social service programs; and performs related work as required.

This class is distinguished from Human Service Specialist II and III and from the Human Service Program Analyst by the nature of the work assigned, which is full-time supervision of a working unit, whereas supervision in the other classes is not assigned, or as in the case of Human Specialist III, on a temporary, acting or occasional basis.

EXAMPLES OF DUTIES: Devises a schedule of work or itinerary, agenda or timetable for subordinate workers and specialists in a family services program on a daily or weekly basis, within a work unit; analyzes and evaluates work procedures, methods and rules for the work unit, makes determinations; plans for better use of material and personal resources in the work unit; carries a number of selected cases in a caseload in addition to supervision, as time permits; directs, instructs and counsels subordinate employees who carry out a variety of tasks in a social service program; reviews work products or achievements of subordinates, evaluates work and formulates plans for improvement; receives, subordinates, evaluates work and formulates plans for improvement; receives, discusses and resolves questions and problems presented by subordinates regarding work policies, procedures and methods; maintains control over work assignments; establishes and maintains objectives for the work unit; reviews performances of subordinates on a regular basis, in conformance with established procedures; holds work unit staff meetings; attends meetings of supervisory staff; reviews reports, memoranda, correspondence and documents; writes reports; confers with other staff members of the agency and with staff members of other agencies and organizations.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: State, Federal and local laws governing placement, custody and treatment of children and adults; available community resources that may be utilized on behalf of applicants or clients; the policies, procedures and practices of the agency and the program in which employed; the policies, procedures and practices of the courts with regard to cases involving custody and placement of children and adults; cultural, environmental and community influences on behavior and development of individuals in specified client groups; methods and techniques of work supervision and work management; common human needs, growth, personality and behavior;

sources of family conflict; the developmental and behavioral problems of children, causes, symptoms and treatment; impact of parent-child separation or child abuse on foster care; the social, intellectual and behavioral problems of developmentally disabled children/adults, if assigned to a program for the developmentally disabled; the special problems of adults of advanced years, if assigned to an adult protection program; the methods and techniques of counseling; the methods and techniques of supportive or change-directed interaction with persons in client groups; the public and private programs (their purpose, program goals, services and modes of operation) with whom this program interacts.

Skill/Ability to: apply the principles and practices of work leadership and work management; coach and counsel subordinate employees; diagnose case problems; assess needs and evaluate the usefulness or suitability of resources; communicate verbally and in writing; establish and maintain work relationships with client families, agency staff and representatives of the courts and various community agencies.