

STATE OF ARIZONA JOB CODE SPECIFICATION

FLSA:	EXP	Job Code:	ACV80237
Job Class Code:	770	Salary Schedule:	ASRRHMSVC
EEO Category:	01	Grade:	20B
Workers Comp Code:	8832		

Job Code Established:	05/13/84	Effective Date:	
Job Code Revised:	10/01/98	Effective Date:	

JOB CODE SERIES: Human service Series

JOB CODE TITLE: HUMAN SERVICE UNIT MANAGER

HRIS TITLE: HUM/S UNIT MGR

WORK DESCRIPTION: Manages, through subordinate supervisors, staff engaged in the provision of direct child welfare services.

WORK ACTIVITIES: directs, instructs and counsels subordinate personnel who are supervisors, section managers or highly skilled technicians carrying out tasks requiring considerable judgment or creative effort.

Visits and inspects work in progress; instructs, directs, and advises subordinate supervisors and others as necessary.

Resolves problems and questions presented by subordinate staff regarding work processes, policies, organization or methods.

Plans for better use of material and personnel resources in an administrative or operating division or large field office or operation; examines materials, confers with superiors and staff; analyzes, evaluates and makes determinations.

Reads and reviews intake materials or field assignment materials before assignment to field representative or working unit within the division or administrative unit.

Reads and evaluates social service reports, social histories, evaluation reports on social conditions or problems; makes case decisions or authorizations.

Reads, examines and reviews plans prepared by subordinate supervisors, consultants or specialists; makes corrections, adjustments, raises questions; routes back to writer or approves for routing to destination.

Composes correspondence dealing with subject matter in ways that call for considerable discretion, judgment and negotiation authority, replying to inquiries, presenting or requesting information.

Attends, as discussion leader, staff meetings relating to patient care or client treatment, gives and receives information, participating in problem-solving and decision-making.

Writes detailed reports summarizing activities, transactions or production covering a specified period of time or marking the completion of a project or activity.

Gives and receives information requiring considerable judgment and authority regarding current and specific business of the work unit by telephone or direct contact.

Determines materials and supplies necessary to fill extraordinary needs of a work unit (evaluates needs by examining projected work and work projects; selects from available alternatives).

Establishes and maintains work standards, procedures, methods and rules for a large unit or division of the work system.

Attends meetings and participates in activities of committees, task forces or ad hoc work or advisory groups closely relating to the work system, its goals and objectives.
Performs related work as required.

WORK CONDITIONS: Frequent telephone calls, long hours of concentration on detail, significant involvement in conflict resolution.

SUPERVISION: Works under direction of the District Program Manager, exercising discretion and independent judgment within established policies and procedures.

WORK RESULTS/PRODUCTS: Functioning work unit; assigned cases, policy/procedure interpretation; problem resolution; implementation of new/revised procedures; reports, memoranda and correspondence.

RESPONSIBILITY: For the timeliness and quality of work products; effectiveness of work unit.

AUTHORITY: To determine in-service staff training needs; assign work to and evaluate performance of staff; authorize foster home care rates; out-of-state client travel expenses.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: State statutes governing child welfare programs; contemporary concepts and practices in child welfare programs; policies and procedures established for the juvenile court system; community resources utilized in the provision of child welfare services; the needs and responses of abandoned, neglected, abused and economically-deprived children; policies and procedures established for the work system; conflict resolution methods and techniques.

Skill/Ability to: apply the principles and practices of work leadership and management; establish and maintain work relationships with government officials, contracted service providers and program clients; resolve interpersonal conflicts; communicate verbally and in writing.