



HUMAN SERVICES SUPERVISOR

DEFINITION: Under the direction of the Behavioral Health Director, will organize, supervise and participate in the ongoing planning and implementation of the Mental Health Services Act as part of the Behavioral Health Division of the Health and Human Services Department.

ESSENTIAL JOB DUTIES: Supervises and evaluates the work of staff, as well as directly provides a broad range of health and human services activities which may be specific to one or more programs, such as the Mental Health Services Act Community Services and Supports Plan. Coordinates activities to ensure timely and appropriate completion of tasks and projects; interviews and participates in the selection of staff; develops and implements unit work goals, writes required plans and monitors progress toward goals; conducts employee conferences to discuss or interpret departmental rules, regulations, policies and procedures; addresses performance problems; identifies and resolves operational problems; receives and resolves employee complaints and makes recommendations to superiors on difficult and complex personnel matters. Supervises and participates in quality control. Ensures compliance with applicable rules, regulations, policies and procedures governing tasks within assigned duties. May be assigned to additional supervisory, training and/or routine administrative responsibilities.

Within the Behavioral Health Division: Implement the Mental Health Services Act Community Services and Supports Plan including the strategies approved in the plan focused on persons with severe mental illness. Makes presentations to public and policy groups, provides educational classes and presentations, develops media messages, newsletters, and other forms of mass communication messages.

EMPLOYMENT STANDARDS

Education/Experience: High school graduate or equivalent with one year of experience performing duties equivalent to a first-level supervisor in a Human Services agency; **OR** two years of progressively responsible duties in a behavioral health division of a Human Services agency; **OR** three years of professional experience performing work consistent with the assigned work unit, including one year of lead or supervisory experience in such programs, **AND** completion of the equivalent of 18 semester units (28 quarter units) or 18 continuing education credits in behavioral sciences.

Knowledge of: The functions of Human Services agencies and the specific issues assigned in the work unit (i.e. Mental Health Services Act).

Ability to: Speak and write English using appropriate grammar and paragraph structure, and produce oral and written reports/presentations concisely and clearly. Plan, assign, monitor, and supervise the work of others. Apply interpersonal skills effectively. Establish and maintain cooperative working relationships with community groups, co-workers and the general public. Work effectively with other work units in the agency. Train and develop staff including consumers. Operate automated office equipment and systems used by the department. Identify problems and develop solutions; analyze a situation accurately and adopt an effective course of action; use available sources of information effectively in determining program goals and activities.

Special requirements: Must possess or obtain by appointment date a valid operator's license issued by the State Department of Motor Vehicles. Must possess ability to travel independently.