

Classification Title: Human Services Supervisor I

FLSA Status: Exempt

BRIEF DESCRIPTION: Supervises, trains and monitors technical and para-professional staff such as case managers and senior case managers involved in areas which could include, Mental Health, Social Services or Public Health. Reviews and evaluates files to ensure compliance with established policies and procedures. Coordinates work activities, assigns cases and referrals and works closely with employees, monitoring case activities.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Develops procedures to meet department or program goals, ensuring adherence to regulatory guidelines. Reviews information with teams or staff members to provide guidance and direction in the delivery of services.
2		Supervises technical and para-professional staff and schedules daily activities. Assigns cases as appropriate.
3	S	Reviews and audits staff cases and workloads to prioritize duties and referrals for new cases. Schedules staff training.
4	S	Participates in and facilitates direct services to clients which could include youth activities, volunteer activities, clinical support, job development and placement, mental health, housing and medical needs.
5	S	Monitors budget activities and adjusts expenditures and makes recommendations as appropriate.
6	S	Consults with teams and staff on individual case assignments. Establishes performance objectives, conducts periodic reviews and monitors progress.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor's degree in Human Services, Health or related field.
Experience	Three years of experience in the area of employment.
Equivalent Education & Experience Accepted?	Yes

CLASSIFICATION REQUIREMENTS	
Certification and Other Requirements	A valid driver's license and a "safe" driving record may be required.
Reading	Advanced
Math	Intermediate
Writing	Advanced
Managerial	Receives Limited Direction.
Budget Responsibility	Researches documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures).
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness and realigning work as needed.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

Wake County, NC

**Classification 8608
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PROTECTIVE EQUIPMENT REQUIRED:

None.