

HUMAN SERVICES COORDINATOR I

Work in this class involves the coordination of a program in a human services agency providing basic services to a specialized caseload as well as providing direct social work services. Services are provided through a variety of programs and involves performing a basic assessment and planning for required services. Employees spend a significant amount of time in performing tasks such as establishing eligibility for specific programs or services, reaching conclusions as to the most appropriate services to meet client's obvious needs such as home management, personal care, or providing supportive counseling. Employees also supervise paraprofessional staff or care providers in providing indicated services and coordinate services with other community agencies. Employees may assign the work, train the providers, monitor quality of service, make referrals for other services, and may be involved with program planning, formalizing contracts, and mediating differences between care providers and clients. Employees report to a higher level professional or program manager.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees establish client eligibility for services, obtain client histories, perform basic assessments, develop a plan to provide basic services, explain available services and programs, and refer clients to appropriate programs/agencies for other needed services. Employees also coordinate and/or supervise the provision of services with care providers and monitor quality of service.

Intricacy - Employees utilize basic assessment tools to identify needs; Obtain medical, financial, and social history; and develop a service plan for each client. Service plans include provision of basic services such as home management and personal care services to elderly and disabled clients to enable them to remain in their own home, or coordination of health screening or day care services, as well as provision of supportive counseling and referral to other programs/services/agencies.

Subject Matter Complexity - Work requires a knowledge of the basic elements of social work, of program to which assigned, knowledge of basic assessment tools, how to develop service plans, how to plan for the provision of needed services, and knowledge of other agencies/programs so that appropriate referrals can be made.

Guidelines - Guidelines include agency specific guidelines and program guidelines (federal, state, and local). Guidelines are generally specific and applications of these determine program eligibility.

II. RESPONSIBILITY:

Nature of Instructions - Work is performed independently according to established procedures. Employees are generally familiar with the aims and objectives of the program they are providing and minimal daily instruction is required. Supervision is immediately available when problem situations are encountered. On-the-job training is provided by a higher level supervisor.

Nature of Review - Work is reviewed by assessing program practices to determine compliance with regulations governing the specific program or services. Work is reviewed through submission of periodic reports and routine conferences with supervisor and is subject to review while in progress.

Scope of Decisions - Decisions regarding assessments and services impact on individual clients and their families; employees may provide direction or instruction to paraprofessional staff, volunteers, or care providers.

Consequence of Decisions - Decisions result in clients either receiving or not receiving appropriate services or appropriate referrals for higher level assistance as needed.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work requires contact with clients, family members, care providers, and other professional disciplines and service agencies.

Nature and Purpose - Contacts are for the purpose of determining client needs and ensuring that clients and families receive appropriate services. Employees also work with other staff in providing technical assistance and coordinating service delivery.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees work in settings which range from modern public service buildings to home environments in which odors and noise may be present due to functioning level of the client.

Hazards - Employees have contacts with clients and other professionals which would not, under normal circumstances, present any danger. Behavioral problems of some clients, such as aggression, could cause bodily injury.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities: Working knowledge of basic social work principles, techniques, and practices and their application to specific casework, group work, and community problems. Knowledge of governmental and private organizations and resources in the community. Some knowledge of behavioral and socioeconomic problems and their treatment. Ability to establish and maintain effective working relationships with administrative supervisors, with clients and their families, and with care providers and various community organizations. Ability to express ideals clearly and concisely. Ability to plan and execute work. Ability to coordinate work of paraprofessionals and/or volunteers.

Minimum Training and Experience Requirements: Bachelor's degree in a human services field such as social work, counseling, psychology, special education, deaf education, or rehabilitation counseling; four-year degree and one year of experience in counseling or in a related human services field which provides experience in techniques of counseling, casework, group work, or community organization, or equivalent combination of training and experience.

Minimum Training and Experience for Trainee Appointment - Graduation from a four-year college or university.

Administering the Class - Varying settings, specialized programs, and job designs at this level allow for flexibility in accepting specialized degrees in the human services area and experience with the client population as required by the specific position.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.