



HUMAN SERVICES SUPERVISOR
OMBUDSMAN PROGRAM, TOBACCO PROGRAM, LONE PINE PROGRAM,
(MSS TITLE: SUPERVISING INTEGRATED CASE WORKER AND
PROGRAM SUPERVISOR)

DEFINITION:

OMBUDSMAN: Under direction of the Health and Human Services Director or designee, will organize, supervise and direct the Eastern Sierra Area Agency on Aging (ESAAA) Long-Term Care Ombudsman program; will recruit, supervise, direct and provide on-going support to volunteers who will provide services to aging adults in the community and in long-term care facilities, and who may provide volunteer services in other Health and Human Services programs; in coordination with the Health and Human Services Behavioral Health division, will develop and sustain a Department-identified evidence-based training program for volunteers to assist in the identification of depression and other issues within the aging population.

TOBACCO: Under direction of the Health and Human Services Director or designee, will provide first-line supervision in the organization and operation of one or more Health and Human Services programs, including Behavioral Health, Tobacco Control, and Ombudsman services.

LONE PINE MANAGER: Under direction of the Health and Human Services Director or designee, this position will oversee Lone Pine HHS operations at the two sites in Lone Pine, including coordination and supervision of staff for serving the aging population in southern Inyo geographical region, coordination of multidisciplinary services in the HHS office, address building/facility issues, provide some technical support to a broad range of HHS programs, and related duties as assigned.

SUPERVISING INTEGRATED CASEWORKER: Under general direction, plans, organizes, directs, and supervises the work of a staff engaged in determining the need for public assistance, providing employment services, managing an integrated caseload, and authorizing program benefits in accordance with established policies and procedures; and performs related duties as required. To see full Merit Systems Services Class Specification click on link here:

[MSS Class Specification Supervising Integrated Case Worker](#)

PROGRAM SUPERVISOR: Under general direction, plans, organizes, directs, and supervises the work of a staff engaged in a variety of public assistance, benefits, providing employment services, managing an integrated caseload, authorizing program and ancillary services/benefits, providing services to support family stability and functioning, and providing child and adult social services; builds effective professional relationships with local agencies and employers; develops shared workforce training goals in order to increase employment opportunities in a rural county, performs program analysis and program oversight; may oversee the administrative functions of Adult and Children's Social Services and performs related duties as required. To see full Merit Systems Services Class Specification click on link here:

[MSS Class Specification Program Supervisor](#)

ESSENTIAL JOB DUTIES:

OMBUDSMAN: Participates in State-required training to become certified as a Long-Term Care Ombudsman; recruits volunteers to assist in the provision of Ombudsman services; provides directly and/or arranges for on-going training to volunteers, as required, in multiple topics, including but not limited to, Ombudsman services, depression, prescription drug abuse, other substance abuse issues, mentoring; makes regular presentations to community groups (i.e., civic clubs, churches, etc.) for purposes of educating about services, requesting financial and other types of support for such services, and providing feedback about results of any donated support; organizes and implements volunteer appreciation events and other community events related to designated program services; develops media messages, newsletters, and other forms of mass communication; interviews and participates in selection of volunteers and staff; develops and implements program unit goals and desired outcomes; writes required plans and monitors progress toward goals; conducts personnel conferences to discuss, interpret, and ensure compliance with County and State rules, regulations, policies and procedures and personnel performance issues; identifies and resolves operational problems; receives and resolves complaints from clients, volunteers and staff, and makes recommendations to superiors on difficult and complex matters; supervises and provides quality control; ensures compliance with applicable rules and regulations; may be assigned additional supervisory, training, or administrative responsibilities.

TOBACCO: 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 HHS prevention, behavioral health, social services, or senior services (ESAAA) programs; provides directly and/or arranges for on-going training to volunteers and staff; develops, facilitates, and supports collaborative efforts with other work units and/or community stakeholders; develops and implements work unit goals, writes required plans, monitors, and reports on progress toward goals; makes regular presentations to community groups and policy makers (i.e., civic clubs, churches, governing boards, etc.) for purposes of educating about services and/or advocating for policy, systems, and environmental change; coordinates, and may provide, activities to ensure timely and appropriate completion of tasks and projects; interviews and

participates in the selection of staff; conducts employee conferences to discuss or interpret departmental rules, regulation, policies, and procedures, and 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, investigative, and/or routine administrative responsibilities. In addition to duties listed above, acts as the project director for the Inyo County Tobacco Control Program, and is the primary day-to-day point of contact for California Tobacco Control Program (CTCP) communication to the County. Regularly accesses CTCP electronic database systems to manage project activities. This position is responsible for overall and day-to-day management related to implementing and evaluating the local Comprehensive Tobacco Control Plan; onboarding new staff; directing and supervising staff; preparing or overseeing the preparation of the Plan, Budget, progress reports, cost reports; and maintenance of required documents for auditing purposes; provides educational classes; develops media messages, newsletters, and other forms of mass communication messages.

LONE PINE MANAGER: Provides first-level supervision and oversight of a range of HHS services in coordination of other HHS supervisors and managers in other Inyo County locations; assists in identifying needs of various population groups within southern Inyo County and helping to develop appropriate responses to those needs, based on available resources; may coordinate social events and activities for aging and/or other populations; oversee effective meal and nutrition services to eligible senior citizens, both in congregate settings and through home-delivery; in coordination with the HHS Volunteer Coordinator, manages volunteers as part of a service-delivery strategy; attend meetings locally, in other Inyo County communities, and occasionally elsewhere in California; maintains statistical records and individual case files; compiles and submits accurate and timely monthly reports to comply with various State standards; maintains inventory and stock of office supplies; counts and appropriately documents and deposits cash donations; receives reports of building problems and provides initial response to secure timely solutions for two County facilities in Lone Pine; provides administrative, but not program supervision of some employees and provides both administrative and program supervision of other employees, contingent upon future development of this position; may provide more technical oversight of some HHS programs, contingent upon specific qualifications of successful candidate; participates effectively individually and in meetings with other HHS supervisors and managers; and related duties as assigned.

SUPERVISING INTEGRATED CASEWORKER: Supervises and evaluates the work of a staff engaged in determining eligibility for public assistance and providing employment services geared to the attainment of self-sufficiency; coordinated activities to ensure timely completion of tasks and projects; interviews and participates in

selection of staff; provides training and staff development; ensures that staff maintains an appropriate work flow to meet department standards; develops and implements unit work goals and monitors progress towards these goals. Conducts group and individual employee conferences to discuss or interpret departmental rules, regulations, policies and procedures, and 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; reviews case documentation for completeness and accuracy; determines and takes necessary action to correct errors. Ensures compliance with applicable rules, regulations, policies, and procedures governing eligibility grant determination, employment services provision, appeals, quality control, and other matters related to line operation of public assistance and employment services programs. Provides direction and guidance in the appropriate application of policies and procedures to complex or unusual case circumstances. Provides guidance in the use of various automated systems and related tools to meet processing and reporting requirements. Receives and responds to inquiries from the general public and other agencies. Resolves a variety of complaints from the general public, including recipients and applicants. May be assigned to additional supervisory, training, and/or routine administrative responsibilities, including assisting other unit supervisors in interviewing candidates for employment and making hiring recommendations to management and training new supervisors and support staff; may serve as a member of an ad hoc departmental management policy and procedure study team. Prepares narrative and statistical reports; represents the department on various committee meetings and conferences.

PROGRAM SUPERVISOR: Supervises and evaluates the work of a staff engaged in the following functions: determining eligibility for public assistance, providing employment services geared to the attainment of self-sufficiency; providing services to include, but not limited to short-term crisis resolution, barrier removal, and education to support family stability and functioning; May provide case assistance and/or support to Social Workers to improve the social and psychological functioning of adults, children, and families; Conducts group and individual employee conferences to discuss or interpret departmental rules, regulations, policies and procedures, and performance problems, identifies and resolves operational problems; receives and resolves employee complaints and makes recommendations to superiors on difficult and complex personnel matters; Receives and responds to inquiries from the general public and other agencies; resolves a variety of complaints from the general public, including recipients and applicants; Ensures compliance with current rules, regulations policies, and procedures governing applicable programs; Provides direction and guidance in the appropriate application of policies and procedures to complex or unusual circumstances; Collects, manages, and analyzes program outcome and performance data; makes independent decisions regarding which data will be used to drive program decisions; Provides guidance in the use of various automated systems and related tools; Performs help desk functions for social services automated systems; Provides oversight of the administrative functions in Adult and Children's Social Services and/or Public

Assistance program; May administer the family childcare and foster home licensing programs; Tracks and initiates renewals of contracts and Memorandums of Understanding (MOUs); drafts new contracts and MOUs and may perform initial negotiations; Develops and provides training on regulations, policies, procedures and systems; Represents the department at various committee meetings and conferences; Performs related duties as assigned.

EMPLOYMENT STANDARDS

Education/Experience:

OMBUDSMAN: 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.

TOBACCO: A Bachelor's degree from an accredited four-year university **AND** one year of performing duties in a social services, public health, behavioral health, or related health and human services agency; **OR** High School graduate or equivalent **AND** three years of professional experience performing work consistent with the assigned work unit, including one year of lead supervisory experience in such programs, **AND** completion of the equivalent of eighteen semester units (twenty-eight quarter units) in a related field; **OR** High school graduate or equivalent and one year of front-line supervisory experience in a health and human services agency, public or private.

LONE PINE MANAGER: 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 social services or 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).

SUPERVISING INTEGRATED CASEWORKER: One year of full-time experience as an Integrated Caseworker III; **AND** Successful completion of 15 semester (22.5 quarter) units or 15 continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business schools, or employer provided career development; **OR** Eighteen months of full-time experience as an Integrated Caseworker III; **OR** Thirty months of full-time experience as an Integrated Caseworker II; **AND** Successful completion of 15 semester (22.5 quarter) units or 15 continuing education

credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business schools, or employer provided career development; **OR** Three years of full-time experience as an Integrated Caseworker II; **OR** Two years of full-time experience as an Eligibility Supervisor; **OR** Three years of full-time professional casework experience performing publicly funded vocational guidance services, employment counseling or placement services in a social services program, including duties and responsibilities for determining client income and other qualifications for program participation and one year of lead or supervisory experience or training in a social services program; **AND** Successful completion of 15 semester (22.5 quarter) units or 15 continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services.

PROGRAM SUPERVISOR: Either Three years of full time paraprofessional or technical case management experience in a public, private, or community based organization; **OR** One year of full time social work case management experience in a public, private, or community based service agency.

Knowledge of:

OMBUDSMAN: The functions of Human Services agencies and the specific issues assigned in the work unit (e.g. Tobacco Control Program, Mental Health Services Act (MHSA); Long-Term Care Ombudsman).

TOBACCO: The functions of Human Services agencies and the specific issues assigned in the work unit (e.g. Tobacco Control Program, Mental Health Services Act (MHSA); Long-Term Care Ombudsman).

LONE PINE MANAGER: The functions of Human Services agencies and the specific issues assigned in the work unit (e.g. Social Services, Aging Services). Computer software applications for word processing, and Internet navigation skills.

SUPERVISING INTEGRATED CASEWORKER: Rules and regulations governing eligibility for public assistance programs administered by the department; The functions of public social service agencies and the sources of information necessary to determine eligibility of participants in various programs; Vocational counseling; Resources available in the community for referral or utilization in public assistance programs; The principles of supervision, training, and instructional methods and techniques; The operation of automated office equipment and systems used by the department.

PROGRAM SUPERVISOR: Functions of public social services agencies and the principles of public social service administration; Laws, rules, and regulations governing eligibility for public assistance programs and the operation of public social

services agencies; Resources available in the community for referral or utilization in social service programs; Vocational counseling principles; The principles and techniques of supervision, training, and instructional methods.

Ability to:

OMBUDSMAN, TOBACCO, LONE PINE MANAGER: 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. Must have physical ability to sit for prolonged periods of time, stand, twist, lift, and carry up to 25 pounds; climb and descend stairs; frequent telephone use.

SUPERVISING INTEGRATED CASEWORKER: Plan, assign, and supervise the work of a multi-disciplinary staff; Speak and write effectively; Present oral and written reports concisely and clearly; Apply effective interpersonal skills in order to establish and maintain cooperative working relationships with community groups, resource agencies, fellow employees and the general public; Work effectively with other units of the department; Train and develop staff; Operate automated office equipment and systems used by the department; Identify problems requiring referral to other agencies or staff; Analyze a situation accurately and adopt an effective course of action; Use available sources of information effectively in determining need and eligibility.

PROGRAM SUPERVISOR: Plan, assign and supervise the work of a multi-disciplinary staff; Select, train, supervise, evaluate, and discipline subordinate staff; Exercise sound judgment when organizing, directing, and prioritizing unit activities; Speak and write effectively; Present oral and written reports concisely and clearly; Apply effective interpersonal skills in order to establish and maintain cooperative working relationships with community groups, resource agencies, employers, fellow employees, and the general public; Work effectively with other units of the department; Train and develop staff; Develop and implement unit work goals; monitor progress toward established goals; Operate automated office equipment and computer systems used by the department; Identify problems requiring referral to other agencies or staff; Use available sources of information effectively in determining need and eligibility; Maintain an appropriate workflow to meet department standards; Maintain confidentiality in accordance with legal standards and/or county regulations; Analyze a situation accurately and adopt an effective course of action.

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. Must successfully complete a pre-employment background check.