



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
FAMILY SERVICES SUPERVISOR II	35	B	12.327
FAMILY SERVICES SUPERVISOR I	34	B	12.328

SERIES CONCEPT

Family Services Supervisors plan, organize, and direct day-to-day activities of an assigned unit comprised of Family Services Specialists and ensure services are provided to clients in accordance with applicable laws, regulations, policies, timelines and requirements.

Establish unit procedures and provide technical guidance, interpretation, and clarification with respect to the application of program rules, regulations, and policies and procedures affecting assigned programs and practices; determine the effectiveness of, or necessity for, staff training by comparing information contained in case files to current requirements to ensure that services have been provided according to current policies and statutory requirements.

Train, supervise, and evaluate the performance of assigned staff; assign and adjust work loads; implement regulations or policy changes affecting the day-to-day operation of the work unit; conduct quality control reviews of unit casework; conduct and attend staff meetings to solicit input and solve problems related to program implementation, mandated deadlines, and quality control.

Ensure the timeliness and accuracy of services delivered; identify and resolve existing and potential problems according to agency policies and program goals and objectives.

Compile and review statistical data associated with unit activities from case records, logs, computer files, and other sources and prepare requested reports; identify and analyze program trends; communicate concerns and recommendations to management.

Develop and maintain cooperative relationships with agency staff, other agencies, and community organizations to exchange information, coordinate services and activities, interpret policies and procedures, and fulfill program requirements.

Oversee administrative activities of a small satellite office in a rural area as assigned; ensure that work activities conducted by staff adhere to agency policies and procedures, standards, and regulations.

Perform related duties and special projects as assigned.

CLASS CONCEPTS

Family Services Supervisor II: Under general supervision of a Social Services Manager, incumbents in this class are assigned to a larger satellite office, which requires an on-site supervisor. In addition to performing the full range of duties described in the series concept, incumbents oversee the day-to-day operation of the satellite office and delivery of services to the public. They also prepare reports and statistics regarding benefits delivered, and employment and training provided to clients; locate, plan, and organize office space; establish and implement appropriate safety, security, and emergency measures; and arrange for office maintenance, repairs, equipment,

CLASS CONCEPTS (cont'd)

Family Services Supervisor II: (cont'd)

and supplies. Incumbents represent the division in the community to recognize and respond to community needs and concerns.

Family Services Supervisor I: Under general supervision, incumbents in this class plan, organize, and direct the day-to-day activities of Family Services Specialists. Incumbents ensure services are provided to clients in accordance with applicable laws, regulations, policies, timelines and requirements; train, supervise, and evaluate the performance of assigned staff; assign and adjust work loads; implement regulations or policy changes affecting the operation of the work unit; compile and review statistical data associated with unit activities from case records, logs, computer files, and other sources and prepare requested reports.

MINIMUM QUALIFICATIONS

FAMILY SERVICES SUPERVISOR II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of journey level experience performing social services case processing duties which included application of rules and regulations, conducting personal interviews with applicants for the purpose of exchanging information, documenting facts pertinent to program requirements, and researching financial circumstances and determining eligibility for multiple social services programs, one year of which must have been in a supervisory capacity; **OR** one year of experience as a Family Services Supervisor I in Nevada State service; **OR** an equivalent combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: rules, regulations, policies, and procedures regarding public assistance. **Working knowledge of:** hearing or appeal processes applicable to the program(s); available community resources to provide social services including their roles and services. **Ability to:** supervise subordinate staff including organizing work flow, assigning work, establishing unit procedures, delegating responsibility, conducting training, evaluating work performance, and administering discipline; *and all knowledge, skills, and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: principles and practices of training and supervision. **Ability to:** oversee the day-to-day operation of a satellite office including maintenance of equipment needed for office operations; ensure compliance with established safety and security plans for a facility.

FAMILY SERVICES SUPERVISOR I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of journey level experience performing social services case processing duties which included application of rules and regulations, conducting personal interviews with applicants for the purpose of exchanging information, documenting facts pertinent to program requirements, and researching financial circumstances and determining eligibility; **OR** two years of experience as a Family Services Specialist III in Nevada State service in child support enforcement; **OR** one year of experience as a Family Services Specialist III in Nevada State service in eligibility or employment and training; **OR** two years of experience as a Family Service Specialist II in Nevada State service in eligibility or employment and training; **OR** an equivalent combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: applicable rules, regulations, and policies and procedures pertinent to the program; federal and State non-discrimination and Privacy Act laws applicable to public assistance programs. **General knowledge of:** guidelines and requirements of available social service programs; human relations,

MINIMUM QUALIFICATIONS (cont'd)

FAMILY SERVICES SUPERVISOR I (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (cont'd)

characteristics, and behaviors; training methods and techniques. **Ability to:** interpret and apply policies and procedures to specific situations for clients and staff; effectively explain complex regulations and requirements; coach, mentor, and provide on-going training to assigned staff; conduct effective interviews; read and analyze reports; compile and interpret statistical data; operate computers sufficient to store, access, and retrieve data; establish and maintain cooperative working relationships with clients, co-workers, other agencies, organizations, and the public; review work products for quality, quantity, and timeliness; mediate disagreements and solve problems; analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions, and recognize alternatives and their implications; defuse potentially volatile situations; organize and prioritize work of others to meet required timeframes; establish and maintain rapport with management, staff and the public; set priorities which accurately reflect the relative importance of job responsibilities; speak one-on-one or to groups with persons of various ethnic, cultural and educational backgrounds; communicate effectively both orally and in writing; compare data to program standards and requirements; provide guidance to staff in recognizing signs of abuse or neglect and reporting requirements; analyze data and draw conclusions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Detailed knowledge of: rules, regulations, policies, and procedures pertinent to the program(s) to which assigned. **Working knowledge of:** principles and practices of training and supervision.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

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