



<b>WORKING TITLE:</b> DEVELOPMENTAL DISABILITIES PROGRAM SUPERVISOR	<b>CLASSIFICATION:</b> HUMAN SERVICES SPECIALIST III
<b>DEPARTMENT:</b> HEALTH AND HUMAN SERVICES	<b>DIVISION:</b> DEVELOPMENTAL DISABILITIES
<b>PAY RANGE:</b> NBYCM 22	<b>FLSA CATEGORY:</b> NON-EXEMPT
<b>PHYSICAL REQUIRMENTS:</b> ATTACHED	<b>WORKERS COMP CODE:</b> 8832
<b>PPE:</b> PER WORK LOCATION	<b>REVISION DATE:</b> JUNE 2017

**JOB DESCRIPTION**

**GENERAL STATEMENT OF DUTIES:**

Provides supervision assigning work, developing work procedures consistent with policy, establishes work schedules, and monitors work performed in order to meet objectives of the program. Provides or coordinates completion of quality assurance activities. Provides guidance in clinical planning and supervision with HS Specialist IIs to ensure client planning is in alignment with administrative rule expectations. Coordinates and/or facilitates trainings for DD staff and community partners. Facilitates Developmental Disability advisory group. Participates in development of program policy. Conducts abuse investigations and eligibility determinations as a back-up to those HS Specialist IIs who perform those functions.

As an HS Specialist III, provides professional leadership in a specialized program for individuals with intellectual or developmental disabilities; is responsible for program evaluation and teaching professional techniques & skills; provides consultation and informational activities which encompass a wide spectrum of community agencies and professional disciplines.

**SUPERVISION RECEIVED:**

Works under the supervision of a Program Supervisor or Program Manager.

**SUPERVISION EXERCISED:**

May provide some supervision to Human Service Specialists, Human Service Associates and/or Human Service Techs, Data Analysts, and other support staff as designated by program manager.

**DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:**

- Performs duties of Human Services Specialist I and II, as needed.
- Supports Program Manager in activities related to overall management of program operations.
- Participates in all aspects of program development in order to ensure compliance with state and federal requirements and continuous quality improvement.
- Provides in-service training programs for other professional persons or facility staff.
- Participates in team/program staff and business meetings as scheduled.
- Assists in program evaluation and quality assurance activities.
- Participates in regular supervision with Supervisor as scheduled.
- Provides education and information to promote public interest and advocacy for services for people who have intellectual or developmental disabilities.

## Human Services Specialist III – Developmental Disabilities Program Supervisor

- Maintains current records including intake/assessments, Individual Support Plans, updates of plans, summaries and reports of progress.
- Works independently and requires very little supervision.

### **SPECIFIC DUTIES AND RESPONSIBILITIES SUMMARY:**

- Maintains high priority partnerships with agencies and providers that work with people with intellectual or developmental disabilities.
- Provides consultation on complex cases and assists with system navigation, service coordination, and resource development to address the needs of clients and their families.
- Convenes and facilitates interdisciplinary team meetings for client-specific care coordination as necessary.
- Provides a response to individuals with urgent/acute needs by utilizing the appropriate resources to assist Service Coordinators managing the need.
- Provides oversight and backup for the following functions:
  - Eligibility Determination:
    - Provide back-up and clinical support for the assigned Eligibility Specialist (ES).
    - Provides supervision of the ES.
    - Work with the ES on methods to collect and compile reportable data on eligibility intake and assigned cases.
  - Abuse Investigations:
    - Provides back-up and clinical support as needed for the assigned Abuse Investigator.
    - Provides Investigations for Mental Health populations.
    - Participates in data collection and oversight of Abuse Investigations operations to ensure there is structure around issues such as notifications, follow-up on required action, etc.
    - May provide supervision for Abuse Investigator.
- Case Management supervision:
  - Provides general clinical supervision to case managers. This is to include:
    - Problem solving and helping the case manager's critical thinking through challenging case work.
    - Providing content knowledge on processes or analysis of policy.
    - Coordinate case management assignments w/ Eligibility Specialist.
- Quality Assurance activities:
  - Coordinates semi-annual peer review of client files.
  - Coordinates client survey on a biennial basis and other survey activities that may need to occur.
  - Conducts thorough targeted review of 1-2 cases per SC/year, in addition to peer review, and gives direct feedback to staff regarding performance and program compliance.
- Assists the Program Manager in development and implementation of policy.
- Assists with development of CDDP Management/ QA planning and review.
- Assists the Program Manager with preparation for CDDP audits/on-site inspections.
- Assists PM with staff recruitment activities.

### **JOB SPECIFICATION**

#### **DESIRABLE QUALIFICATIONS AND SKILLS:**

Strong clinical skills and content expertise in the field of developmental disabilities, social structure, agency functioning, and individual differences in people.

***KNOWLEDGE OF:***

- The public service system for developmental disability services in Oregon.
- Working knowledge of other community agencies and resources.
- Office of Adult Abuse Prevention and Investigations (OAAPI) policy, and protocols involving conduct of adult abuse investigations for adults with developmental disabilities and mental health diagnoses.
- The process by which eligibility for intellectual and developmental disability services is determined, as well as the technical aspects of making determinations of program eligibility.
- Mandatory reporting requirements and the appropriate levels of information to be shared.
- Confidentiality rules, especially those specific to program area.
- Policy, rules and regulations for program.
- Community and partner agencies and resources relevant to program.

***SKILL IN:***

- Working with people who have an intellectual or developmental disability.
- Interviewing to acquire relevant information for service plan and delivery.
- Developing and maintaining professional relationships, coaching, and team-building.
- Effective communication, both orally and in writing, including public presentations.
- Anticipating, planning, organizing, and managing change.
- Microsoft Windows environment inclusive of using Word, record keeping programs, and general keyboarding.

***ABILITY TO:***

- Complete and maintain core training provided by OAAPI, which is required to conduct abuse investigations.
- Use interviewing skills.
- Assist in development of relevant and realistic treatment plans.
- Communicate effectively both verbally and in writing.
- Manage complex projects while effectively managing time, and work independently.
- Positively influence groups across multiple organizations to embrace quality practices.
- Collaborate effectively in a team environment.
- Demonstrate effective presentation skills, including public speaking and meeting facilitation.
- Provide and welcome constructive feedback.
- Recommend creative, innovative and practical solutions.
- Display sound judgment.
- Utilize positive, solution-oriented problem-solving skills.
- Manage highly sensitive and confidential information appropriately.
- Prepare and present clear, concise reports
- Evaluate program objectives and service delivery outcomes.
- Conduct research and collect & analyze data to identify problems and resources.
- Plan, design, and coordinate programs and services.
- Act professionally with regard to a code of ethics and maintain confidential communications and protect confidentiality of records.
- Develop, and maintain appropriate professional and cooperative relationships with clients, their families, co-workers, physicians, law enforcement agencies, the courts, public and private administrators, and the community in general.
- Perform administrative tasks, including documenting via electronic medical record systems.

## Human Services Specialist III – Developmental Disabilities Program Supervisor

- Prepare complete client treatment and progress records in a timely manner.
- Exercise initiative, be proactive, and provide supervision in a crisis to ensure agency oversight of actions taken.
- Interpret and apply laws and policies to specific problems related to program delivery.
- Operate in the Microsoft Windows environment inclusive of using Excel, database management and record keeping programs and perform documentation via electronic medical record system.
- Attend work as scheduled and/or required.

### **EXPERIENCE AND TRAINING:**

A master's degree or a Ph.D. in the human services field from an accredited professional school of the individual's specialty plus five years' experience in the specialty area or ten years' experience as a human services specialist or its equivalent. Significant experience working with or providing services to individuals with intellectual or developmental disabilities is strongly preferred. Demonstrated progressive experience in leadership roles required. May require relevant licensing.

Must meet the educational and experience requirements listed in OAR 411-320-0030(5)(b).

### ***OTHER REQUIREMENTS:***

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

Successful completion of a background check.

### **WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:**

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Work also involves travel to clients' homes and meetings. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public in home or office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

*The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.*

## Human Services Specialist III – Developmental Disabilities Program Supervisor

*The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.*