

COUNTY OF SOLANO
CLASS SPECIFICATION
COMMUNITY SERVICES COORDINATOR

Effective Date: 11/25/2014

CLASS SUMMARY:

Under general direction of a higher level Manager, Administrator or Director, plans, organizes, coordinates, and oversees one or more programs that address a continuum of care including community support, social rehabilitation, health care, HUD funded/sponsored housing assistance, and/or behavioral health services for clients and their families; participates in the development, recommendation, implementation and evaluation of goals, objectives, policies and procedures related to program area; coordinates and supports local agencies in providing assistance and services; participates in or acts as a liaison with policy and planning groups; participates in contract development and monitoring, quality assurance activities, and in developing and monitoring the assigned budget. Provides staff support to higher level management. All work is performed in accordance with professional standards.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- Mental Health Clinical Supervisor class which requires a Marriage and Family Therapist (MFT) or Licensed Clinical Social Worker (LCSW) and may be responsible for providing clinical services and clinical supervision of professional staff.
- Mental Health Clinician (Licensed) class which requires a Marriage and Family Therapist (MFT) or Licensed Clinical Social Worker (LCSW) and provides direct mental health treatment services.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by a higher level Manager, Administrator or Director.
- May provide administrative, non-clinical supervision over professional, technical and/or clerical program staff.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Provides consultation, oversight and coordination of services with other agencies, private care providers, and treatment facilities; develops and maintains the department's community resources network; meets with community organizations, client and family member organizations, private individuals, other governmental agency representatives, and professional staff to gain cooperation in achieving program goals.
- Gathers and analyzes information to determine new and ongoing program needs; determines program objectives and formulates procedures and protocols for program services; monitors progress toward objectives; participates in the development and implementation of policies, and priorities.

- Reviews program proposals/plans to determine timeframes, funding limitations; develops recommendations for accomplishing program objectives, staffing requirements and allotment of funds to various program components; provides operational and budgetary oversight of assigned programs including reviews to conform to quality assurance standards.
- Develops grant applications, planning documents, and program proposals to obtain state and federal funding; administers and oversees specially funded program(s) and/or function(s).
- Reads, analyzes, interprets and ensures compliance with laws, regulations, policies and procedures governing assigned program operations; determines and reports on impact of proposed legislative and regulatory changes; assists in development of County policies to effect changes in program operations.
- Provides administrative supervision over program staff.
- Participates in contract development, negotiations, administration and monitoring; negotiates with service providers regarding procedures, costs, and other contract matters; coordinates activities of contractors, volunteer groups, and County staff; monitors and reviews work in progress, provides technical assistance and guidance, and ensures that appropriate policies and procedures are followed and work is performed in an effective and efficient manner.
- Represents the department before boards and committees, in public meetings, and to other government agencies in specific areas of assignment; serves on and/or is the staff person assigned to committees and policy and planning groups involved in specific program assignments.
- Participates in developing procedure manuals and instructional materials and assists in developing and implementing program goals; assists management in evaluating program needs and in the development of effective program delivery.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** A Bachelor's degree or higher from an accredited college or university with a major in Psychology, Social Work, Public Administration, Health Services Administration, or a closely related field. A Master's degree in a related field is desirable

AND

- **Experience:** Three years of full-time paid experience in a public sector, health, mental health, social services, housing, or community-based services related program of which one year was in a supervisory, program coordinator or lead capacity.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants are required to possess a valid California Driver's License, Class C.

Note: The driver's license must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles and practices of public administration and program management, including planning, implementation, and evaluation, and public service delivery methods and systems.

- Principles and practices of the specific health, mental health, social or community service program area assigned, including current trends in research, treatment, education, rehabilitation or related services.
- Federal, state and local laws, regulations and policies governing assigned health, mental health, social or community service program areas; legal requirements affecting service delivery and operations; goals and limitations of public programs within the assigned program areas.
- Services and activities of public and private health and welfare agencies including referral sources and community resources.
- Community based service models; practices and techniques of strength based consumer and family service delivery models.
- Principles and practices of leadership, motivation, team building, organization, training, and conflict resolution.
- Administrative principles and practices including budgeting, program planning, developing and evaluating grants, contracted services, programs and funding report requirements.
- Analytical techniques including data collection, data management, and presentation methods.
- Basic psychological, physical, and social aspects of mental disorders, chemical dependency, and recovery; and impact of cultural, gender or socio-economic status on manifestations of emotional distress and mental illness.
- Oral communication techniques to include presentations to groups of various sizes in a positive, inclusive, and motivational manner.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for written communications such as business correspondence, policies, procedures and narrative reports.
- Basic mathematics for developing, preparing and completing numerical, budgetary, and/or statistical reports.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Plan, organize and administer an effective community services program.
- Research laws, regulations, procedures and/or technical reference materials; analyze, evaluate and interpret the data gathered; draw logical conclusions; develop reasonable and deliverable options, make appropriate recommendations; and implement the resultant change effectively.
- Identify and analyze administrative problems; develop, recommend and implement program changes.
- Provide consultation to departmental managers on complex programmatic issues.
- Use judgment in interpreting and applying a variety of complex county, state and federal regulations, policies and guidelines related to a specific program, and in complying with laws, regulations and professional practices governing program services and operations.

- Participate in program and budget planning and program evaluation; develop and implement program goals and objectives; identify program needs and establish priorities for the delivery of services.
- Identify and evaluate the need for developing proposed changes in program practices and procedures; collect and analyze data to establish/identify needs, evaluate program effectiveness; assist in developing goals and objectives for assigned program area; interpret administrative direction for incorporation into program policy and procedures.
- Provide administrative supervision to, advise, consult with and train others engaged in professional and technical work; secure cooperation and teamwork among staff; organize and prioritize work assignments; determine and evaluate level of achievement and performance.
- Coordinate activities of contractors, volunteer groups, and County staff.
- Maintain accurate records and document actions taken. Maintain confidentiality of information.
- Communicate orally and in written format and interact in situations requiring instructional, persuasive, consultative, counseling and motivational skills.
- Recognize and respect limits of authority and responsibility.
- Establish and maintain professional relationships with clients, representatives of the community served, employees of County departments, outside professional staff, and other agencies and the public.
- Understand program objectives in relation to departmental goals and procedures;
- Manage a variety of simultaneous work projects and carry them through to successful completion.
- Determine the appropriate course of action in stressful and/or emergency situations.
- Administer contracts and grants according to designated guidelines and regulations.
- Communicate information and ideas clearly and concisely, both orally and in writing.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Secure cooperation and teamwork among professional and support staff.
- Represent the office in meetings with representatives from various County and non-County organizations.
- Prepare a variety of written communications to include narrative and statistical reports, policies and procedures.
- Maintain accurate records and document actions taken.
- Gather and analyze statistical data and prepare comprehensive statistical reports.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Use modern office equipment to include computers and related software applications.

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, occasional standing, occasional walking, pushing, pulling, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Sedentary Work:** Employees in this class exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

- Vision: Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Employees in this class must have depth perception in order to operate a motor vehicle.
- Hearing/Talking: Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- Assignment Requirements: Some positions in these classes may require work in an out-station location or in a setting with other professionals integrated as a team.
- Office Work: Employees in this class will most often be working in an office setting.
- Traffic Hazards: Employees in this class will be required to operate a vehicle and thus will be subject to traffic hazards while driving.

OTHER REQUIREMENTS:

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class
- Independent Travel: Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- Compliance Agreements: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with mandatory child and elder abuse reporting, drug free workforce, and confidentiality.

CLASS HISTORY AND CLASS INFORMATION:



Marc A. Fox
Director of Human Resources

- Date Approved by the Civil Service Commission: November 12, 2014
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: November 25, 2014