

## COUNTY OF SOLANO

### SOCIAL SERVICES PROGRAM COORDINATOR

Rev. 05/05

Under general direction, plans, organizes and coordinates a social services program(s) providing community support/social rehabilitation services, or treatment of social services clients and their families; evaluates services and programs; serves as a member of the program management/administrative team; may participate in the work of a professional casework unit; serves as a technical resource to staff, clients, and the community in the absence of management staff; and performs related duties as required.

#### DISTINGUISHING CHARACTERISTICS

The Social Services Program Coordinator is a supervisory level class in the Social Worker class series responsible for program development, implementation, evaluation, contract development & monitoring, and development of program policy and procedure alternatives. Incumbents work under the direction of management staff in a programmatic analytical capacity.

The Social Services Program Coordinator class is distinguished from the Social Services Supervisor class in that the latter class has ongoing responsibility for unit supervisory duties. The Social Services Program Coordinator class is further distinguished from the Social Services Manager in that the latter class has broader management responsibilities encompassing supervision and management of one or more social services programs and units.

#### EXAMPLES OF DUTIES

1. Plans, assigns, supervises, reviews, and evaluates the work of a social services program or function (usually with County-wide impact) which may include any combination of social workers, unlicensed counselors and other help professionals.
2. Provides operational oversight over specified programs including reviews to conform to quality assurance standards.
3. Serves as a program/function technical resource to all agency staff, clients, and the community organizations.
4. Develops grant applications and program proposals to obtain state and federal funding; administers and oversees specially funded program(s) and/or function(s).
5. Reviews program proposals/plans to determine time-frames, funding limitations; develops recommendations for accomplishing program objectives, staffing requirements and allotment of funds to various program components.
6. Oversees and monitors contracts.
7. Represents the agency 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 groups involved in specific program assignments.
8. May have primary responsibility for developing and maintaining education and advocacy program; monitors and evaluates program performance in order to meet program goals and objectives.

9. Consults with individual staff to review assignments, work progress, case management, and problem resolution; makes recommendations regarding methods of treatment and the provision of services to meet client needs.
10. Coordinates the provision of services with other program elements, related community social services agencies, private service providers and treatment facilities.

### **Social Services Program Coordinator**

#### **EXAMPLES OF DUTIES, Continued**

11. 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.
12. Provides consultation services to the community and related agencies; meets with community organizations, private individuals, agency administrators, and professional staff to gain cooperation in achieving program goals; serves as liaison to community organizations.
13. Plans and conducts unit meetings.
14. May perform any of the duties typically assigned to the social worker

#### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; sufficient manual dexterity to perform repetitive motion in various duties such as: key boarding, writing, filing, reaching and grasping above shoulder level; normal eye-hand coordination; body strength sufficient to lift and carry case files; corrected vision to normal range to read fine print and computer screen; corrected hearing to speak and hear sufficiently to communicate clearly over the telephone and in person; ability to use of office equipment including telephones, calculators, copiers, facsimile, computers, and other related peripheral equipment such as printers and scanners. Some assignments may require strength to lift and move clients with appropriate assistance and color vision to distinguish medications and laboratory results.

#### **TYPICAL WORKING CONDITIONS**

Work is performed in a variety of office, clinic and field environments and includes continuous contact with staff and the public; may be required to enter private homes to make family home visits for purpose of investigation; work involves stressful situations and includes dealing with erratic and sometimes threatening behavior; may travel to community areas that are potentially dangerous where there is exposure to potential bodily injury, infections which may cause chronic disease or death; offensive odors; high noise levels; insect bites; dust and pollens.

#### **MINIMUM QUALIFICATIONS**

##### **Knowledge of:**

- Supervisory principles and practices including work planning, assignment, work review, employee development and evaluation.
- Administrative principles and practices including basic budgeting, program planning, development and evaluation including grants, contracted services and funding report requirements.

- Practices and administrative procedures of unit and shift coordination, including casework principles and procedures.
- The principles, practices, techniques, trends and literature of social services interviewing, casework, diagnosis, and assessment.
- Emerging clinical and programmatic theories and techniques used in treatment, rehabilitation, and social services case management.
- Theories, principles and techniques of individual and group counseling and other methodologies appropriate for providing services and treatment of targeted populations.

**Knowledge of: (Continued)**

- Theories of human behavior and personality and techniques of evaluating and modifying human behavior.
- Planning, development and implementation of comprehensive service and treatment plans.
- Federal, State and local laws, codes and regulations governing social services programs.
- Agency purposes, goals, and policies.
- Services and activities of public and private health and welfare agencies including referral sources and community resources.
- Use of automated equipment and standard office support applications software related to the work.

**Ability to:**

- Plan, assign, supervise, review, and evaluate the work of professional social service casework and support staff.
- Administer and oversee grant and contract agreements.
- Provide agency management with recommendations and alternatives 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.
- Assess client immediate social services needs and insure clients' receipt of needed services.
- Interview a variety of people with diverse socio-economic backgrounds, temperaments, and mental capabilities.
- Recognize factors causing reaction or changes in client's condition or behavior.
- Make referrals to other providers of a variety of social services.
- Assist in the development and implementation of treatment plans and in the provision of rehabilitative services.
- Prepare appropriate case files, legal and casework documentation.
- Work in stressful, emotional and confrontational situations; respond appropriately in crisis situations.
- Understand, interpret and apply complex social services technical materials and applicable laws, codes and regulations.
- Prepare complex and detailed reports and records and maintain confidentiality of information.
- Train staff in applicable casework techniques and methodologies.
- Communicate orally and in written format and interact in situations requiring instructional, persuasive, consultative, counseling and motivational skills.

- Deal effectively with clients of various ages and socio-economic and cultural groups including those with physical and/or emotional problems.
- Work collaboratively as a member of a management and/or multi-disciplinary team.
- Recognize and respect limits of authority and responsibility.
- Establish and maintain professional relationships with clients, children, representatives or the community served, employees of County departments, outside professional staff, and other agencies and the public.

**EDUCATION AND EXPERIENCE**

**Either I**

Two years of experience equivalent to the Social Worker III in Solano County.

**OR II**

Equivalent to graduation from a four-year accredited college or university with coursework that has preferably included thirty (30) semester units in social welfare, sociology, psychology, counseling, gerontology, vocational guidance or other related behavioral science.

**AND**

Seven years of experience performing professional level social work with a public social services agency or private social services provider. (Preferably including substantial experience with abused/neglected children and/or adults and in a program analysis and program development role)

**OR III**

Possession of a Master's degree in Social Services (MSW) or a two year graduate level counseling degree emphasizing marriage, family, and child counseling, gerontology, or clinical psychology. (Both the MSW and the two-year counseling degree must have included supervised field work or an internship)

**AND**

Five years of post Master's degree experience performing professional level social work with a public social services agency or private social services provider. (Preferably including substantial experience with abused/neglected children and/or adults and in a program analysis and program development role)

**SPECIAL REQUIREMENTS**

Driver's License: Possession of, or ability to obtain, a valid California Class C Driver's License may be required at the time of appointment. Loss of the Class C Driver's License is a cause for discipline. Individuals who do not meet this driver's license requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

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. Some positions may require on-call and weekend work to assist in providing emergency response services.

**SUPPLEMENTAL INFORMATION**

Travel: Independent travel may be required to various work sites and client residences.

Background Investigation: Candidates for some positions in this class will be required to pass a background investigation in accordance with applicable law, regulation, and/or policy.

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.

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Yolanda Irigon  
Director of Human Resources

**BOS Date:** October 2000

**CSC Approval Date:** May 11, 2005