



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

COMMUNITY AND SOCIAL SERVICE SPECIALIST SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Community & Social Service Spec Supv.	G1099S	65	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Purpose

Devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees**, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel. All community and social service specialists not listed separately.

Nature of Work

The Community & Social Service Specialist Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and planning, organizing and supervising investigations, inspections and assessments regarding children's and family service programs. They establish and maintain files, investigate and analyze information obtained during eligibility determination processes. Community and social service specialist supervisors are responsible to make decisions that follow division guidelines and policies and state and federal requirements. They assist in setting policy and direction with developing and monitoring the program budget, monitoring compliance, and supervising staff. They direct and coordinate comprehensive planning functions and establish procedures, prepare reports on investigations and recommend improvements to the quality of case management and service delivery.

Distinguishing Characteristics

The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

COMMUNITY AND SOCIAL SERVICE SPECIALIST SUPERVISOR

- Writes in a clear and concise manner.
- Develops networks and builds alliance; collaborates across boundaries to build strategic relationships and achieve common goals.
- Builds and manages workforce based on organizational goals, budget considerations, and staffing needs
- Ensures that employees are appropriately recruited, selected, and appraised; addresses performance issues.
- Keeps up to date on occupationally specific technological developments; makes effective use of technology to achieve results.
- Employees in this Role plan, organize, direct, coordinate and evaluate activity involved in the planning cycle; direct and coordinate comprehensive planning functions and budget review; coordinate planning and program development; establish procedures for effective program implementation; develop and execute administrative policy; remain abreast of changing policies, laws, regulations and national, state, regional and local trends; maintain and coordinate liaison activities between officials; monitor effectiveness and efficiency of programs; review eligibility determinations; design and implement training procedures; and provide assistance in complex cases and regarding problems with case management and service delivery.

Recommended Education and Experience for Full Performance***

Bachelor's Degree in Social Work or Human Services and two (2) years of experience as a social and / or community coordinator and/or social worker assistant, one (1) year of which must be supervisory.

Minimum Qualifications

Associate's Degree in Social Sciences or Human Services and two (2) years of experience as a social worker or community coordinator and/or social worker assistant. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Leadership - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

Skills

Leadership - Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

COMMUNITY AND SOCIAL SERVICE SPECIALIST SUPERVISOR

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: N/A

Established: 04/27/2012 **Revised:**

***Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

****Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation. Not to be construed as minimum qualifications.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.