



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### IN HOME SERVICES (IHS) PRACTITIONER SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
IHS Practitioner Supervisor	SIHS26	SF	

*\*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**

Supervises a unit of Child Protective Services (CPS) workers responsible for providing in-home services for (CPS) clients. 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.

#### **Nature of Work**

IHS Practitioner Supervisor provides direct supervision to assigned staff and leads the local County Office Management Team. Reviews, assigns and monitors in-home, voluntary services cases designed to address the safety needs of the child and enhance child and family well-being. Reviews and approves unit's work to ensure the provision of quality family centered services. Reviews practice and works collaboratively with internal and external partners to ensure the provision of quality services so as to achieve the goals of safety, permanency and well-being for children and families served by the Children, Youth and Families Department (CYFD).

#### **Distinguishing Characteristics**

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

- Devote a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees.
- Act upon leave requests, conducts annual performance evaluations and recommend disciplinary actions.
- Conduct training of personnel; may interview and recommend selection of applicants.
- Provide career coaching through mentoring and arranges for outside training opportunities when possible.
- Make well-informed, effective, and timely decisions and perceive the impact and implications of those decisions.
- Make point of view in a clear and convincing manner.
- Listen effectively and clarifies information as needed.
- Identify and analyze problems; weigh relevance and accuracy of information; generate and evaluate alternative solutions; make recommendations.
- Write in a clear and concise manner.

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- Develop networks and builds alliance; collaborate across boundaries to build strategic relationships and achieve common goals.
- Build and manage workforce based on organizational goals, budget considerations, and staffing needs
- Ensure that employees are appropriately recruited, selected, and appraised; address performance issues.
- Keep up to date on occupationally specific technological developments; make effective use of technology to achieve results.
- Implement retention strategies to maintain a skilled and qualified workforce, including developing a written retention plan for all immediate reports to include a minimum of quarterly meetings.
- Provide administrative duties for unit, e.g., review for approval of employee's time sheets, leave requests, flex schedule requests, etc. to ensure appropriate coverage while creating and maintaining a positive work environment, review and approve travel, payments, etc.
- Function as officer-in-charge in absence of County Office Manager (COM).
- Review and assign cases to workers within the unit.
- Monitor caseloads to ensure maximum utilization and availability of services for families in need.
- Monitor worker-family contact to ensure level of contact is adequate to meet the needs of the family.
- Review and monitor referrals made to community providers.
- Function as contact for community providers.
- Collaborate across service areas and with providers to ensure comprehensive services for families in need.
- Review and approve comprehensive case plans.
- Review work product to ensure thorough, complete and accurate identification of family needs, strengths, safety concerns and risk factors.
- Assess and determine the required level of intervention based upon the family's needs, safety concerns and risk factors.
- Coordinate, participate and/or facilitate FCM (Family Centered Meeting), and/or multi-disciplinary meetings with families to develop appropriate case plans.
- Review and approve GAP fund expenditures consistent with agency policy and procedures.
- Review FACTS generated reports to determine unit's compliance with the national standards, performance based budget measures and agency policy and procedures.
- Conduct SDM (Structured Decision Making) case reviews.
- Review any Quality Assurance review results and work with office staff to develop and implement performance improvement plans.
- Participate in Quality Assurance reviews as required.
- Partners with community providers and other Department services to assist families in enhancing their capacity to safely and appropriately care for their children.

### **Recommended Education and Experience for Full Performance**

Master's Degree in Social Work, Guidance and Counseling, Counseling, Psychology, Sociology or Criminology from an accredited college/university is required for this position and six (6) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care. Must possess a current license in New Mexico as a Doctoral Level

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Psychologist, Psychologist Associate, LISW, LMSW, LPC, LPCC, LMHC or LMFT or eligibility for such licensure in accordance with New Mexico requirements.

### Minimum Qualifications

Master's Degree in Social Work, Guidance and Counseling, Counseling, Psychology, Sociology or Criminology from an accredited college/university is required for this position and four (4) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care. Must possess a current license in New Mexico as a Doctoral Level Psychologist, Psychologist Associate, LISW, LMSW, LPC, LPCC, LMHC or LMFT or eligibility for such licensure in accordance with New Mexico requirements.

### 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.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment

**Administration and Management** — Knowledge of business and management principles involved in strategic planning

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words

**Psychology** — Knowledge of human behavior and performance; individual differences in ability

**Therapy and Counseling** — Knowledge of principles

**Education and Training** — Knowledge of principles and methods for curriculum and training design

**Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment

**Sociology and Anthropology** — Knowledge of group behavior and dynamics

### 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.

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**Speaking** — Talking to others to convey information effectively.

**Time Management** — Managing one's own time and the time of others.

**Coordination** — Adjusting actions in relation to others' actions.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Statutory Requirements:** Must possess a current license in New Mexico as a Doctoral Level Psychologist, Psychologist Associate, LISW, LMSW, LPC, LPCC, LMHC or LMFT or eligibility for such licensure in accordance with New Mexico requirements.

**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.

**Bargaining Unit:** Not covered

**Established:** 10/12/2012

**Revised:** 8-24-2018: Job and Pay code change.

*\*\*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.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*