



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### STATEWIDE CENTRAL INTAKE (SCI) SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
SCI Supervisor	SCIS26	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.*

#### Occupation Description

Supervise unit of intake and senior workers responsible for taking abuse and neglect referrals for adults and children by telephone for all counties statewide.

#### Nature of Work

SCI Supervisors devote 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. Provide supervision to SCI workers and assigned staff and participate on the county office management team. Respond to worker and client needs in a professional manner and timely fashion. They review intake workers work product to ensure quality services and accurate and appropriate decision making. Provide feedback to workers and participate in other duties as assigned to achieve agency mission.

#### Distinguishing Characteristics of Levels

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

- Develop and administer employee evaluations in accordance with SPO regulations with direct reports.
- 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 supervision for unit, e.g., review for approval employee time sheets, leave requests, schedule shift requests, etc. to ensure appropriate coverage while creating and maintaining a positive work environment, review and approval travel, payments, etc.
- Function as officer-in-charge for county office as required.
- Process reports to send to local county office or to COM desktop assuring that intake reports contain all known necessary information.
- Correct and/or add information as needed to assure that quality of the report.
- Promote staff development and support staff in skill building and program development:
- Assist COM in developing and implementing a plan to maintain an office environment that is professional, supportive and productive to reporters, community and workers.

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- Review intake workers work product to ensure quality services and accurate and appropriate decision making, provide feedback to workers and participate in other duties as assigned to achieve agency mission:
- Review intakes to assure quality of reporting.
- Train workers how to manage the different functions of their job responsibilities in order to make the process move efficiently.
- Use the SDM tools to ensure good decision making.
- Manage workflow when necessary, i.e., FACTS is down, sick leave, training and vacancies.
- Conduct SDM case reviews.

### Recommended Education and Experience for Full Performance

Bachelor's Degree in Social Work from an accredited college/university and five (5) years of experience in social work, psychology, or guidance and counseling following the Bachelor's Degree, of which six (6) months must have been supervisory. Must be licensed by the NM Board of Social Work Examiners at the LBSW, LMSW, or LISW level.

### Minimum Qualifications

Bachelor's Degree in Social Work from an accredited college/university, four (4) years of any combination of experience including working with communities on health or social service related matters, social work/case management experience, behavioral health and/or health care, and licensure by the NM Board of Social Work Examiners at the LBSW, LMSW, or LISW level or eligibility for such licensure in accordance with NM requirements; **OR**,

A Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Services from an accredited college/university and six (6) years of any combination of experience including working with communities on health or social service related matters, social work/case management experience, behavioral health and/or health care.

### 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

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**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.

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

**Time Management** — Managing one's 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 one's self, other individuals, or organizations to make improvements or take corrective action.

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

### Statutory 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:** 3/28/2014; 8-24-2018: Job and Pay code change.

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*\*\*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.*