

# HUMAN SERVICES TEAM LEADER

Job Code	Pay Grade
18152	CL 18

## Nature of Work

This is advanced supervisory level professional office/field social work. Work includes coordinating and guiding case management assignments and efforts in obtaining health, financial and social services for clients; provides assessments, and develops and implements case management plans. Employees in this class coordinate special social work and/or medical management programs or perform highly independent field work at a comparable level. Work is performed within established rules and policies and includes a high degree of public contact.

## Minimum Qualification Requirements

- 8 years technical and professional experience in social casework or a related human service field; or
- Bachelor's degree in social work, psychology, sociology or a related field and 4 years experience as described above; or
- Master's degree and 2 years experience as described above; or
- An equivalent combination of education, training and/or experience.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including weekends, evenings and compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Plans, coordinates, and supervises the work of an inter-disciplinary case management team; assigns and evaluates the work of the Case Management, Eligibility Specialist, and Office Specialist team members.
- Manages staff to meet and deliver program outcomes.
- Monitors the development and implementation of support plans and/or the assessment process; provides additional support as needed to case managers and support staff.
- Develops, modifies and assesses programs for meeting long and short-term goals for clients.
- As a working supervisor, provides coverage when staff is not available at main offices/satellite sites.
- Conducts special studies and makes recommendations concerning the development and implementation of program and service enhancement.
- Conducts in-service training to team members regarding policy changes, new program initiatives.
- Prepares periodic reports and maintains accurate records including focus on quality improvement initiatives, performance development and review activities.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Comprehensive knowledge of case management methods, principles, and techniques in regard to support or assessment methods.
- Highly developed conceptual and analytical skills, including the ability to provide innovative thinking to solve complex problems.
- Reasonable knowledge of the behavioral sciences and allied disciplines involved in the evaluation, care and treatment of clients.
- Ability to plan, coordinate and evaluate services within an assigned geographic area.
- Knowledge of department social work policies and procedures.
- Knowledge of applicable laws including Federal HIPAA regulations related to providing public assistance.

## HEALTH & HUMAN SERVICES TEAM LEADER (continued)

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### Knowledge, Skills, and Abilities (continued)

- Knowledge of services offered by the department as well as other public and private community agencies and medical providers.
- Ability to apply computer applications and software.
- Ability to work independently and make sound decisions within the parameters of department policies and procedures.
- Ability to work flexible schedules as needs dictate.
- Ability to communicate effectively with applicants, the public, and other community agencies.
- Ability to motivate clients to pursue self-sufficiency through employment or approval of alternative benefits such as Supplemental Security Income or Social Security Disability Insurance.

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7/08	Professionals	Classified/Excluded