

CRISIS HOTLINE COUNSELING SUPERVISOR

NATURE OF WORK IN THIS CLASS:

This is professional supervisory counseling work involved in administering social service programs and activities for the Department of Mental Health & Substance Abuse.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Supervises crisis hotline social services programs and activities for the Department of Mental Health & Substance Abuse.

Evaluates the effectiveness of the case work program; conducts and evaluates supervisory case reviews.

Confers regularly with superior on the most effective use of staff and resources.

Conducts meetings and conferences regarding problems as it relates to policies and objectives; meets with applicants and recipients to discuss their grievances; assists in developing and implementing corrective action plan.

Supervise the crisis hotline social services policies for personnel, training, and safety.

Prepares reports relative to the Crisis Hotline programs and activities.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the social casework principles, practices and analysis.

Ability to supervise social services programs for the Department of Mental Health & Substance Abuse.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to analyze and evaluate program plans and operations and make recommendations regarding policy and operational methods directed toward improvement.

Ability to interpret and apply laws, regulations, and other program guidelines pertinent to the provision of the crisis hotline social services.

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Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare technical reports.

Skill in the safe operation of a motor vehicle.

MINIMUM EXPERIENCE AND TRAINING

- a. One year of progressively responsible professional counseling or social work experience and graduation from a recognized college or university with a Master's degree in psychology, social work or related field such as counseling; or
- b. Two years of progressively responsible professional counseling or social work experience and graduation from a recognized college or university with a Bachelor's degree in psychology, social work or related field such as counseling.

NECESSARY SPECIAL QUALIFICATION:

Possession of a valid driver's license.

ESTABLISHED: Public Law 21-42:11
AMENDED: June 1994

PAYGRADE: N

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| HAY EVALUATION: | KNOW-HOW: | E I 3 | 230 |
| | PROBLEM SOLVING: | E 3 (38%) | 87 |
| | ACCOUNTABILITY: | E I C | <u>100</u> |
| | TOTAL POINTS: | | <u>417</u> |

This standard revises and supersedes the standard established by PL 21-42:11 and amended in June 1994.

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Benita Manglona

**BENITA A. MANGLONA, Director
Department of Administration**

