



YOUTH SERVICES COUNSELOR, REGIONAL SUPERVISOR

CHARACTERISTICS OF WORK:

This is a responsible professional position supervising local youth services counselors who are working with delinquent youth in the state. The work involves screening, interviewing, and recommending applicants for hire and orientating and training clerical staff, volunteer services coordinators, and youth services counselors assigned to the supervisor's specified region, as well as providing close professional supervision and consultation to counselors on a case-by-case basis. The incumbent will perform the duties associated with positions that are vacant. Supervisors in this position will ensure that services provided by Department of Human Services, Division of Youth Services personnel follow acknowledged methods and techniques in working with delinquent youth. All work in this classification will be performed under the supervision of the Community Services Administrator for the Division of Youth Services.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Master's Degree from an accredited four-year college or university in Counseling or a directly related field;

AND

Experience:

Three (3) years experience in work related to the described duties.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Depth Perception: Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Color Vision: Ability to identify colors.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Taste/Smell: Possesses the ability to use the sense of smell to recognize and distinguish odors. Possesses the ability to use the sense of taste to recognize and distinguish flavors.

Motor Coordination: While performing the duties of the job, the incumbent is regularly required to sit; and use hands to finger, handle, or feel objects, tools, or controls. The incumbent is frequently required to stand; walk; and reach with hands and arms. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Managing Human Resources: Plans, distributes, coordinates, and monitors work assignments of others.

Coordinates the services of youth counselors assigned to local Youth Courts located within a specific region. Routes and assigns Interstate Compact on Juveniles' cases to appropriate court jurisdictions. Performs various personnel functions within assigned region. Makes recommendations to the Central Office regarding the assignment of additional personnel to the region.

Teaching Others: Helps others learn through formal or informal methods and identifies training needs.

Conducts orientation programs for new counselors on a regional basis. Conducts ongoing in-service training programs within the region with the assistance of the Agency Staff Development Coordinator. Orientates clerical staff, volunteer services coordinators, and youth services counselors assigned to the region.

Planning and Evaluating: Organizes work, sets priorities, and determines resource requirements.

Plans and conducts orientation programs for new counselors and ongoing in-service training programs within the region. Evaluates and makes recommendations to the Central Office on the assignment of additional personnel to the region.

Administration: Plans, coordinates, and executes business functions and production.

Supervises case management with staff. Ensures that services provided by the Department of Youth Services personnel follow acknowledged methods and techniques in working with delinquent youth. Performs administrative functions within assigned region.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Performs administrative and personnel functions within assigned region.

2. Assists Division of Youth Services staff in adhering to agency policies and procedures in local court settings.
3. Receives, verifies, and approves forms, reports, and other documents.
4. Supervises case management with staff.
5. Maintains contact with general public, judges, courts, and regional staff.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Supervises and coordinates the services of youth services counselors assigned to local Youth Courts located within a specific region.

Reviews and assists with documents prepared by youth services counselors such as pre-hearing social investigations, pre-parole evaluations, and Interstate Compact material.

Plans and conducts orientation programs for new counselors on a regional basis.

Plans and conducts ongoing in-service training programs within the region with the assistance of the Agency Staff Development Coordinator.

Consults with the youth services counselor and Youth Court Judge in the handling of difficult cases.

Assures supervision of parole cases of youth being released from juvenile correctional institutions.

Routes and assigns Interstate Compact on Juveniles cases to the appropriate court jurisdictions.

Acts as liaison between the state training schools and youth services counselor on youth committed to the Training Schools from within the region.

Evaluates and makes recommendation to the Central Office on the assignment of additional personnel to the region.

Recommends, screens, and interviews applicants for hire.

Submits, approves, and verifies all agency required documents, i.e., personal/medical leave requests, time cards, and monthly caseload reports.

Assumes caseload supervision duties in the absence of staff.

Assumes special assignments as directed by the community service administrator.

May act as chief counselor and coordinate the activities of the counseling staff and clerical supporting staff.

Monitors and supervises community bases programs, i.e., AOP, A Team, Intensive Supervision Programs, etc.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.