



CLASS SPECIFICATION FOR:

## Comprehensive Services Act Coordinator

### General Statement of Duties:

Ensures the County meets the mission of the Comprehensive Services Act (CSA) to create a collaborative and community-based system of services and funding that is child-centered and family focused; monitors CSA expenditures and proper funding of all youth requiring services; performs supervisory duties in planning and directing assigned CSA specialists and teams involved in the interagency planning and funding of services to at-risk children and their families; does related work as required.

### Distinguishing Features of Class:

The incumbent in this single-position class coordinates the administration and provision of programmatic services under the Comprehensive Services Act, including the supervision of CSA Specialists and providing programmatic supervision to community assessment teams to include the Family Assessment and Planning Team (FAPT), Community Policy and Management Team (CPMT), Child Service Team (CST) and Multi Disciplinary Team (MDT) and any other team necessary to support the County's efforts related to the CSA. Responsibilities include providing programmatic oversight to community assessment teams to ensure consistency, appropriateness, and cost-effectiveness in the interagency planning and funding of services to at-risk children and their families. The incumbent demonstrates excellent leadership and guidance; proven abilities in negotiation and arbitration, and superior consumer-service skills in developing and maintaining positive working relationships, both internally and externally with a diverse community of stakeholders. Incumbent is required to maintain consistently up-to-date knowledge of state regulations and laws pertaining to youth services (Foster Care, Special Education, Mental Health and Juvenile Justice) and funding streams (Medicaid, Title IVE and adoption subsidy). Incumbent receives policy direction from Policy and Management Team and general supervision from the Director of Social Services.

### Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Provides administrative and programmatic supervision to community assessment teams in the interagency planning and funding of services to at-risk children and their families, coordinating the work of the Health Department, MHDS, Court Services, Schools and Social Services around the requirements of the Comprehensive Services Act for Youth and Families;
- Provides administrative and programmatic supervision to CSA Specialists staff;
- Assigns cases to employees and schedules work according to priority;
- Holds regular conferences and meetings with staff and provides leadership and guidance;
- Develops and arranges for the delivery of training programs for case managers and Community Assessment Team members;
- Trains new and current employees and other agency team members as required;
- Interprets and clarifies program, policies and procedures for staff and public;
- Speaks to community groups and other organizations, providing consultation, training and education and represents the Policy and Management Team in the community and on committees;
- Develops and maintains positive working relationships internally and externally with a diverse community of stakeholders;
- Handles difficult consumer concerns and situations;
- Interprets program formally in conferences with other agencies and makes presentations to the community and professional groups and associations;
- Oversees quality assurance by ensuring compliance with utilization reviews for youth in residential and therapeutic foster homes and compliance with OCS audit criteria;
- Develops and monitors program budgets and oversees all areas of fiscal management;
- Evaluates programs, policies and procedures, recommending changes and developing methods to increase both program and service delivery effectiveness and efficiency;
- Identifies patterns, trends and gaps in services and service delivery and develops innovative approaches involving community agencies in meeting those needs;
- Conducts both long and short term program planning;
- Establishes and maintains program and case records and prepares both regular and special reports;



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- May assist the Director and or Assistant Director in interviewing and selecting personnel;
- Completes performance reviews for assigned direct reports;
- Participates in staff development activities;
- Attends institutes, meetings, and conferences as the representative of the Policy and Management Team;
- Maintains an consistently up-to-date knowledge and understanding of state regulations and laws pertaining to youth services (Foster Care, Special Education, mental Health and Juvenile Justice) and funding streams;
- Performs special project work as needed;
- Performs other duties as assigned.

### Required Knowledge, Skills and Abilities:

Considerable knowledge of the practice and service delivery aspects of human services; considerable knowledge of the Comprehensive Services Act and its complex collaborative system of services and funding; considerable knowledge of sound casework practices; considerable knowledge of CSA programs, services and interagency collaborations; proven excellent skills in negotiation and arbitration; strong analytical and problem-solving skills; ability to accurately and consistently interpret and apply complex laws, regulations and policies; critical thinking and problem solving skills with the ability to cost effectively and appropriately solve problems; ability to research, collect, analyze and maintain data, consider and weigh a variety of factors in making decisions or recommendations; ability to synthesize multiple types of complex data and produce easily understood reports, presentations and other materials; ability to systematically compile data and provide detailed program and financial reports; strong financial management skills with the ability to develop and manage to an approved budget and to manage the County's delivery of services in accordance with complex funding source requirements; considerable knowledge of management practices with the ability to lead, manage and partner effectively; good supervisory skills including good training skills and the ability to effectively manage workloads, and/or projects and to foster and maintain high morale and engagement; ability to develop and maintain positive working relationships, both internally and externally; ability to work effectively with groups and individuals; ability to develop and lead effective training programs and presentations; superior oral and written communications skills with the ability to communicate effectively with diverse audiences of County employees and officials, regulatory agencies, community partners and stakeholders, and citizens; ability to express ideas clearly and concisely, orally and in writing; considerable knowledge of evaluation and assessment techniques and applied statistics; ability to develop and maintain good records and record-keeping systems; ability to develop and give presentations and to speak effectively before large groups; innovativeness; adaptability; good organizational and planning skills; strong computer skills with ability to use computer and typical business software and proprietary software; physical condition that permits the activities necessary in and inherent to the administration of the County's CSA programs and service delivery; personal accountability including teamwork and establishing and maintaining positive relationships with stakeholders, customers and colleagues; ability to work independently; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County at the local, state and federal levels. Requires ability to work a flexible schedule with the ability to travel and attend local and regional events and meetings.

### Minimum Education and Experience:

Education: Master's degree in psychology, social work, or a related human/behavioral services field;

Experience: One (1) year of relevant work experience with Master's degree;

OR: 4-year degree in a relevant field plus three (3) years of relevant work experience; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

- Requires valid driver's license to perform assigned duties at various locations Countywide.