

HEALTH AND HUMAN SERVICES AGENCY PROGRAM COORDINATOR, SENIOR

DEFINITION

Under direction, plans and coordinates a variety of complex health and human services programs including crisis services that provide effective health services to Glenn County clients; and provides supervision over supervisory, clinical, administrative and clerical line staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the Senior Program Coordinator level within the Health and Human Services Agency. This level is distinguished from the Health and Human Services Agency Program Coordinator in that the Senior Program Coordinator has responsibility for directing and organizing highly complex health and human service programs including crisis services. Programs assigned are considered complex due to the significant variety, scope and impact. Incumbents allocated to this classification exercise broad judgment in defining work objectives and determining methods to meet objectives within programmatic regulations and requirements.

The Senior Program Coordinator series is distinguished from the Health and Human Services Agency Program Manager in that the Coordinator level does not assume overall management authority over activities and operations for singular or multiple programs.

SUPERVISION RECEIVED AND EXERCISED

Receives limited supervision from a Health and Human Services Agency Program Manager or Deputy Director. Supervisory responsibilities may include direct and indirect supervision over professional, technical and clerical staff.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

- Plans, prioritizes, assigns, leads and supervises the work of master level senior mental health counselors and master level social workers for licensure. Reviews progress notes and staff time focused toward obtaining licensure.
- Trains, models and teaches clinical skills to clinicians to implement their goals and objectives.

Health and Human Services Agency Program Coordinator, Senior
Rev.- 04/29/03
Rev.- 01/01/06
Rev.- 01/01/07
Rev.- 07/01/07
Rev.- 01/01/08
Rev.-07/01/11
Rev.- 7/20/14

Res. #2003- 47
M.O. #8 -1/04/06
M.O. #19b-1/04/07
M.O. #19b-1/04/07
M.O. #19b-1/4/07
M.O. #11-7/5/11

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- Coordinates and oversees all aspects of the adult and children's clinical component of health services.
- Coordinates and directs, substance abuse, mental health, public health nursing or health education services to clients, including clinical care and counseling and public health instruction and education.
- Participates as a team member of the agency's leadership team which guides and makes programmatic and agency decisions regarding a variety of complex health and human services programs.
- May supervises day, night, weekend emergency crisis services, including scheduling, training and resolving issues with police departments, hospitals, community and consumers. Initiates and rescinds 5150 psychiatric holds; functions as mental health liaison for law enforcement, hospitals or jail when appropriate.
- May reviews all paperwork regarding conservatorships and makes decisions regarding appropriate placements, IMD's and Board and Cares.
- Reviews and authorizes expenditures for incentives, stipends and housing for a variety of health and human services programs.
- Coordinates specific, targeted mental and/or public health programs as assigned; coordinates activities of program team members as appropriate.
- Coordinates psychiatric services with doctors, nurses, community providers and medication support team.
- Develops scope of work, goals and objectives, strategies and timelines, and protocols for a variety of health and human services programs.
- Coordinates services with other County programs and outside social service agencies serving the same populations.
- Organizes and facilitates in-house and inter-agency program meetings, conferences and workshops as required.
- May writes, negotiates, updates and manages health and human services grants and/or contracts for a variety of programs; may monitor and track grant and budget monies.
- Prepares periodic reports and analyses, case summaries, etc., related to assigned programs.
- Provides comprehensive assessment, evaluation, counseling and referral for clients; consults with colleagues, providers, other case managers or supervisors concerning cases; conducts home visitations as required; completes charting of client progress in medical records and all other documentation as required.
- Assists clients in identifying and accessing mental health, public health and community services as needed.
- May provide clinical nursing services, substance abuse case management, mental health counseling/case management, nutrition services or health education services including but not limited to administering immunizations and various tests; provides health instruction and education to clients.
- Develops and gives presentations on programs and studies to providers, local schools, community groups, and state wide audiences; designs, conducts and

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participates in community education, program outreach and public information/publicity activities.

- Works with sub-contractors, consultants and outside community members on various program issues and functions.
- Performs general administrative/office work as required, including but not limited to attending and conducting meetings, copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, ordering supplies, maintaining office cleanliness, etc.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS:**Knowledge of:**

- Pertinent federal, state and local policies, procedures, laws and regulations
- Principles of program coordination and administration
- Principles and practices of leadership, motivation, team building, conflict resolution and supervision
- Principles and practices of laws and regulations governing 5150 holds, conservatorship laws and standards
- Principles of mental health, assessments and substance abuse
- Basic principles of budget preparation and administration
- Principles and practices of caring for clients with drug, alcohol, mental health, and tobacco abuse issues
- Principles and practices of providing public social services and child abuse prevention
- Principles and practices of nursing as applied to public health practice and preventive medicine and sanitation
- Principles and practices of health and safety education issues and topics
- Principles and practices and funding sources related to the provision of a variety of health and human services to the community
- Community aspects of nursing programs, including provisions for continuity of patient care, nursing services in school health programs, and nursing care in the home
- Preventive aspects, causes and means of transmission, and methods of control of communicable diseases
- Child growth and development and procedures involved in promoting maternal and child health
- Materials development, community organizing, event planning and working with youth, adults, community members and policy makers
- Principles and purposes of mental and public health programs
- Environmental, sociological, and psychological problems encountered in carrying out a mental or public health program
- Principles and techniques of teaching, learning, counseling, outreach and interviewing

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- Research methodology and statistics
- Current literature and trends in public health nursing, nutrition, health education and the work of other social and health agencies, and the functions of other professions as they relate to public health
- Methods of medical case recording and report preparation
- Business letter writing and report preparation; English language usage, punctuation, spelling and grammar
- Modern office procedures, practices and technology, including the use of computers for data and word processing

Ability to:

- Understand, interpret and apply federal, state and local policies, procedures, laws and regulations
- Understand complex situations and make difficult and creative decisions
- Work effectively in sensitive and crisis situations
- Plan, organize and carry out community health activities
- Provide effective leadership and supervision of assigned staff
- Apply principles of epidemiology to a wide range of health and social problems
- Apply nursing processes of assessment, mental health and substance abuse counseling, planning, implementation and evaluation in relation to the health of individual, families and the community
- Participate in research activities
- Work effectively with individuals and families to assist them in the satisfactory solution of mental and public health problems
- Apply scientific problem-solving approach
- Provide leadership in community health programming
- Secure the cooperation of, and work effectively with, individuals and agencies
- Analyze situations accurately and take effective action
- Solve complex work-related problems and perform conflict resolution
- Maintain confidentiality in accordance with HIPAA and other applicable laws and regulations as appropriate
- Prepare, review and maintain reports, records and logs
- Speak confidently and professionally before various groups
- Communicate clearly and concisely, both orally and in writing

EXPERIENCE AND EDUCATION GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

HEALTH and HUMAN SERVICES AGENCY PROGRAM COORDINATOR, SENIOR**Experience and Education**

Four (4) years of increasingly responsible substance abuse, mental health, public health, health education or nutrition, program experience; And

Completion of a master's degree from a university or collegiate program of study approved for, psychology, social work, social science, public health nursing, nursing education, nutrition or a related field.

Or

Two (2) years of professional experience as a Health and Human Services Agency Program Coordinator.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, a valid California driver's license.

Possession of a valid license as a Registered Nurse (RN), a valid certificate as a Public Health Nurse (PHN) in California, Ph.D., Licensed Clinical Social Worker (LCSW), Marriage Family Therapist (MFT), Registered Dietician (RD); master's in social work, education, and teaching credentials are desirable.

WORKING CONDITIONS

Mobility - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs or less; occasionally 5 to 30 lbs.

Visual - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

Dexterity - Frequent holding, reaching, grasping, repetitive motion, and writing.

Hearing/Talking - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

Emotional/Physiological Factors - Frequent decision making, concentration, and working alone; occasional public contact.

Special Requirements - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

Environmental Conditions - Occasional exposure to noise, dust, and poor ventilation; occasional exposure to varied weather conditions.

Classification Code:	
Bargaining Unit:	40
FLSA Status:	Y

Workers' Compensation Code:	9040
Pay Table:	CNTY
Range:	401