

## CLASS SPECIFICATION



**CLASS:** Health & Human Services Education Supervisor  
**ALLOCATION:** Health & Human Services  
**FLSA STATUS:** Non-Exempt  
**UNION AFFILIATION:** YCEA  
**ESTABLISHED:** January 2024

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### **JOB SUMMARY:**

Under general supervision, plan, organize, coordinate, and supervise the delivery of Health & Human Services education programs in specified areas; supervise assigned staff; develop, implement, monitor, and evaluate programs; ensure quality client-centered services in accordance with HHS policies and procedures; and perform related work as assigned.

### **CLASS CHARACTERISTICS:**

This is the supervisory level in the education series. This position reports directly to the HHS Program Manager. This class is distinguished from the HHS Education Specialist by having both programmatic and supervisory responsibilities over assigned education programs.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Supervise, review, and evaluate the work of staff; organize and assign work, set priorities and follow up to ensure timely completion; evaluate staff job performance and provide direction and coaching through regular feedback sessions; create individual development plans with employees, discuss job performance problems to identify causes and issues, and work on resolving problems; recommend discipline and implement discipline procedures as needed/directed; provide or coordinate staff training; offer advice and assistance as needed.
- Design and implement planning goals, objectives, policies, procedures, and work standards for assigned programs.
- Monitor assigned programs and ensure compliance with departmental mission, funding source regulations, and other guidance.
- Evaluate program effectiveness and attainment of objectives, make recommendations for improvements, and implement program changes.
- Participate in program budget development, as well as cost tracking and projection.
- Review grant proposals, participate in development of work plans, mission statements, goals, and implementation and evaluation strategies.
- Research and develop program alternatives; ensure programs are promoting the division and department's strategic plan mission, vision, and goals.
- Research and assist with locating funding sources, enhancing service delivery methods, and identifying other resources.
- Maintain accurate records and files; gather and prepare statistical data.
- Monitor changes in legislation that may affect program operations; evaluate their effect upon program activities and recommend appropriate policy and procedure modifications.
- Recommend and facilitate implementation of procedural and operation changes to maximize service delivery and enhance revenues.
- Maintain program statistics, files, and reports, and prepare and submits a variety of reports related to the work performed.

#### **Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Present and distribute education information and materials in one-on-one or group setting.
- Assist identifying at-risk populations and develop strategies to meet identified needs.
- Participate in a variety of educational and related projects; address community and school groups related

to assigned programs.

- Attend meetings and / or events outside of normal working hours.
- Uses standard office equipment, including a computer, in the course of work.

### **EMPLOYMENT STANDARDS:**

#### **Knowledge of:**

- Principles and practices of employee supervision, including selection, work planning, organization performance review and evaluation, employee training, mentoring, and discipline.
- Principles and practices of mentoring and facilitating team development and growth opportunities.
- Principles and practices of education, promotion, intervention, and prevention program administration and delivery.
- Applicable laws, regulations, and rules of assigned programs.
- Techniques and methods used in preparing and disseminating educational information and related materials.
- Principles of education and behavior modification for individuals and populations.
- Administrative principles and practices, including program development, implementation, and evaluation.
- Demographic, bio-statistical, and data collection methods used in evaluating assigned programs.
- Data analysis and synthesis of quantitative and qualitative research.
- Basic budgetary practices and terminology.
- Needs assessment techniques, grant application process, and principles of program evaluation.
- Standard office practices and procedures, including filing and operations of standard office equipment.
- Techniques for understanding and effectively communicating with individuals of various cultural, ethnic, and socio-economic backgrounds.

#### **Skill in:**

- Planning, monitoring, and evaluating program goals and objectives and service delivery effectiveness in the assigned programmatic areas.
- Planning, organizing, directing, coordinating, and reviewing the work of staff and volunteers.
- Training others in work procedures.
- Identifying the developmental needs of staff; coaching and mentoring to improve their knowledge and skills.
- Identifying programmatic and operational problems, investigating and evaluating alternatives, and implementing effective solutions.
- Interpreting, applying, and explaining laws, rules, policies, procedures, and technical information.
- Preparing clear and accurate procedures, educational materials, reports, correspondence, and other written materials.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds.
- Planning conferences, workshops, and education forums.
- Leadership, team building, and conflict resolution.
- Writing grant proposals and managing contract agreements.
- Making effective oral presentations.
- Assessing, analyzing, and identifying problems and recommending solutions.

#### **Ability to:**

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Plan, implement, and evaluate assigned programs; design, effectively use, and evaluate education methods and materials.

- Research, develop, and prepare effective educational and informational materials.
- Communicate information and ideas orally and in writing, in a manner that others understand.
- Combine pieces of information to form general rules or conclusions, including finding a relationship along seemingly unrelated events.
- Lead team building and conflict resolutions to motivate and empower staff.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Mobility to work in a typical office setting, use standard office equipment, and to drive a motor vehicle in order to attend meetings and visit work sites.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Typical office environment, school, community agencies, and/or clinic setting.
- Community events and outreach outside business hours.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; may be required to maintain license throughout employment at the discretion of the Appointing Authority.

**Special Requirements:**

- Attend meetings and/or events outside of normal working hours.
- Must be able to conduct workshops during the evening hours and weekends in various locations in the community.
- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Graduation from a four-year accredited college or university with major course work in education, psychology, social science, public health, or a field related to the work, and three years of experience providing educational and/or social services to clients or the community at large.

**PREFERRED:** In addition to the minimum, a master’s degree in a related field as previously defined; experience designing and coordinating HHS education programs; specialized education certifications; and/or lead or project management experience.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Dept Approval:  
Date:

EEOC: B  
WC: 9410

Human Resources Approval: Analyst  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_