

COUNSELING SUPERVISOR

DEFINITION

Under general direction, the Counseling Supervisor plans, organizes, supervises and participates in the activities of the Youth and Family Services Bureau (YFSB) function, such as: supervising YFSB counseling staff, and student interns; coordinating counseling services with department law enforcement activities; and providing direct counseling services as needed.

DISTINGUISHING CHARACTERISTICS

This is a mid-management journey-level class in the professional counseling series that recognizes full first-line supervisory responsibilities including planning, assigning, and evaluating the work of assigned, lower level professional staff activities in various sections of the Youth and Family Services Bureau. The working supervisor will be expected to provide resources, advice and counsel, and serve as a supervisor providing oversight to YFSB employees. In addition, Counseling Supervisor is often the chief point of contact for outside Bureau managers and supervisors with whom YFSB collaborates in providing services. This position is distinguished from the Family Counselor I position by its responsibility for the supervision of professional and clerical staff. This position is distinguished from the Youth and Family Services Bureau Manager position by the latter's responsibility for the management and administration of all YFSB programs.

SUPERVISION RECEIVED

Receives general direction from the Youth and Family Services Bureau Manager.

SUPERVISION EXERCISED

Provides direct supervision to subordinate counselors and interns.

ESSENTIAL DUTIES

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

Supervises counseling staff and student interns in conformity with the Bureaus' "Counseling Standards of Practice and Procedures Manual."

Assigns and monitors staff caseloads including coordination of staff schedules.

Works in team relationship with the Youth and Family Services Bureau Sergeant to provide an integrated and comprehensive model of service delivery.

Provides clinical consultation to counselors, interns and police officers.

Assists Bureau Manager in assessing training needs of counseling staff and coordinates in-service training.

Develops and coordinates mental health and related training for other departmental personnel.

EXAMPLES OF DUTIES (continued):

Writes employee evaluations and assists Bureau Manager in evaluating work performance of counseling staff.

Consults with the Bureau Manager in interpreting Bureau, Police Department and City of Hayward policies and procedures.

Recommends operational improvements and modifications; prepares various reports on operations and activities; collects and compiles counseling program statistics for use in reports and evaluations.

Attends meetings related to YFSB programs and community mental health concerns, and coordinates with other social services and mental health agencies.

Assists the YFSB Manager in the development and implementation of Bureau goals and objectives; establishes schedules and methods for operational activities; and implements policies and procedures.

Assists YFSB Manager in evaluating and maintaining Bureau services and standards.

Maintains the Bureau "Counseling Standards of Practice and Procedures Manual."

Assists in and advises YFSB Manager on selection of counselors, interns, clerical staff and special assignment police officers.

Provides direct services to youth, families, and individuals as needed.

Participates in budget preparation and administration; prepares cost estimates for budget recommendations; submits justifications for projects, equipment, and staff; assists YFSB Manager in monitoring and controlling expenditures.

Plans, prioritizes, assigns, supervises and reviews the work of staff involved in Bureau operations; participates in the selection of staff; coordinates and provides staff training; works with employees to correct performance deficiencies; implements discipline procedures.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Theory and principles of human development, particularly child development.

Theory, and principles of social aspects of mental and emotional adjustment, including normal and abnormal behavior.

Principals, methods and current practices of crisis intervention and counseling, which includes interviewing techniques, assessment and treatment modalities.

Principles, methods and current practices of social casework.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Knowledge of (continued):

Theory and principles of child abuse, elder abuse and domestic violence.

Theory, principles and current practices of gang prevention and intervention.

Community resources in the mental health and human services areas.

Diagnostic and Statistical Manual of Mental Disorders (DSM IV) system of diagnosis.

Use of computer skills, including multiple software formats, email and storage of digital files.

Principals, techniques and current practices of supervision and clinical consultation.

Ability to:

Provide effective clinical supervision and clinical consultation, and monitor standards of clinical practice.

Perform crisis intervention and counseling services.

Assess training needs and to develop, provide and coordinate appropriate staff training.

Plan, prioritize, assign, supervise and review the work of staff involved in assigned operations.

Participate in the selection of staff; work with employees to correct performance deficiencies; and implement discipline procedures.

Establish effective and productive casework relationships with youths, families, and individuals in conflict.

Establish cooperative working relationships with police officers in the handling of crisis calls.

Work independently, make sound decisions and set priorities under stressful conditions.

Work collaboratively in the highly structured environment of a police department while maintaining accepted professional standards of clinical practice.

Communicate effectively, both verbally and in writing.

Maintain records, including statistics, and to prepare reports.

Effectively manage time, meet deadlines and prioritize workload.

EXPERIENCE AND EDUCATION

Any combination of experience and education equivalent to that which would likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

EXPERIENCE AND EDUCATION (continued)

Experience: Four (4) years providing counseling or psychotherapy to families, youths, groups and individuals, including one (1) year in a supervisory or lead capacity.

Education: Equivalent to a Master's Degree from an accredited college or university in Counseling, Clinical Psychology, Clinical Social Work or a closely related field.

License: Must possess and maintain a valid license in Marriage, Family and Child Counseling (M.F.C.C.), Marriage and Family Therapist (M.F.T.), Licensed Clinical Social Work (L.C.S.W.), or in Clinical Psychology. Must meet the State Board of Behavioral Sciences criteria for supervising licensing hours of unlicensed employees and interns.

Possession and maintenance of a valid Class C California Driver's License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; to grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner; and safely drive to various locations throughout the City and County to travel to fulfill assigned duties. Essential functions must be performed with or without reasonable accommodations.

COUNSELING SUPERVISOR PROBATIONARY PERIOD: One (1) Year

737CS11

May 1991

Revised June 2011

AAP Group: 4

FPPC Status: Non-Designated

FLSA Status: Exempt