



LASSEN COUNTY

Health and Social Services Department

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- ☒ **HSS Administration**
- ☐ **Public Guardian**
336 Alexander Avenue
Susanville, CA 96130
(530) 251-8128
- ☐ **Grant and Loans Division**
336 Alexander Avenue
Susanville, CA 96130
(530) 251-2683
- ☐ **Behavioral Health**
555 Hospital Lane
Susanville, CA 96130
(530) 251-8108/8112

Chestnut Annex
1400-A & B Chestnut Street
Susanville, CA 96130
(530) 251-8112
- ☐ **Patients' Rights Advocate**
1445 Paul Bunyan Road
Susanville, CA 96130
(530) 251-8322
- ☐ **Public Health**
1445 Paul Bunyan Road
Susanville, CA 96130
(530) 251-8183
- ☐ **Environmental Health**
1445 Paul Bunyan Road
Susanville, CA 96130
(530) 251-8183
- ☐ **Community Social Services**
336 Alexander Avenue
Susanville, CA 96130

LassenWORKS
Business & Career Network
PO Box 1359
1616 Chestnut Street
Susanville, CA 96130
(530) 251-8152

Child & Family Services
1600 Chestnut Street
Susanville, CA 96130
(530) 251-8277

Adult Services
PO Box 429
1445 Paul Bunyan Road
Susanville, CA 96130
(530) 251-8158
- ☐ **HSS Fiscal**
PO Box 1180
Susanville, CA 96130
(530) 251-2614

Date: March 10, 2020

To: David Teeter, Chairman
Lassen County Board of Supervisors

From: Barbara Longo, Director
Health and Social Services

Subject: Job Description Approval for Facilitator Supervisor
(Wraparound)

Background:

Since the inception of Family solutions in 2010, the program started out with two positions, and a manageable caseload. Through the years, the need for this program has significantly increased to the point that the facilitators are unable to take on new children that are in care. The facilitator supervisor position would help alleviate the full caseload of the three facilitators by taking on their own caseload while providing supervision, guidance, and leadership to this growing program that provides an impactful community service.

Fiscal Impact:

There is no impact to the General Fund. Funds are budgeted within HSS 110-754 to support this position.

Action Requested:

Approve Facilitator Supervisor (Wraparound) Job Description.



COUNTY OF LASSEN JOB DESCRIPTION

CLASS TITLE:	Facilitator Supervisor (Family Solutions)	CLASS CODE	
DEPARTMENT:	Health and Social Services	UNIT	MPA
REPORTS TO:	Community Social Services Director	FLSA STATUS	Non-Exempt
BOARD APPROVAL:		RANGE	23

SUMMARY

Manages the functioning of service delivery teams, which provides youth who have complex needs with a wide array of community-based youth and family support services. These services may include child and family team planning, highly individualized interventions, resource acquisition, case management and linkage, and interagency collaboration.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision and direction from the Community Social Services Director or designee.

Provides direct supervision over assigned personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. (All duties may not be performed by all incumbents.) Other duties may be assigned.

Supervise the delivery of wraparound services and ensure that documentation and case records are developed and maintained in accordance with Senate Bill 163 (Chapter 795, Statutes of 1997) wraparound standards and All County Information Notice I-52-15, updated wraparound standards.

Provide coaching, training, supervision, and performance management of program staff.

Monitor and control the referral and intake process while maintaining high quality service delivery.

Provide direct wraparound services, as needed, to ensure program and service delivery continuity.

Facilitate the development of individualized plans for each youth/family that includes clear needs statements, strength-based strategies, and outcome that are measurable and specific.

Work with child and family teams to develop plans to ensure the safety of the child, family, and community.

Coordinate and facilitate ongoing child and family team meetings.

Continuously reassesses the needs of the youth and family with the team and modify the plans, as needed.



COUNTY OF LASSEN JOB DESCRIPTION

Keep the family and team members informed on progress toward achieving plans goals.

Maintain an empathic, professional, relationship with youth and families and strive to keep families engaged in all services.

Motivate and support family involvement on the identification and inclusion of informal supports.

Facilitate youth and family efforts to obtain any financial assistance or services for which they may be eligible under federal, state, and local programs.

Maintain accurate and concise documentation of contracts with family, team members, and providers.

Monitor the provision and quality of services provided to the family through the team and is the liaison when new services/resources need to be added and/or deleted.

Monitor service utilization, review reports and plans, and provide feedback to applicable parties.

Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. care coordinators, parent and youth partners, and collaborating and service agencies).

Provide information and referral assistance regarding available support from appropriate social services agencies and/or community programs.

Provide pro-active visits to ensure stability and further progress toward self-sufficiency; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources.

Actively participate in staff meetings and trainings.

Prepare case-related reports including outcomes, success, and challenges.

Maintain complete and accurate documentation of service objectives and outcomes, as well as other services in accordance with Federal, State, and local guidelines.

Gather and assess statistical data and report information to appropriate agencies.

Assist in the dissemination of information about Department operations to promote general knowledge of community social services to the community; interpret local concerns, needs, and objectives.

Network with other agencies, coalitions, and local community meetings.



COUNTY OF LASSEN JOB DESCRIPTION

Make presentations to the Board of Supervisors, developers, professional organizations, community groups, and outside agencies.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS REQUIRED

Knowledge of:

Techniques utilized to work effectively with clients, families, and social service agencies.

Principles and practices of effective report writing.

Effective conflict resolution skills.

Applicable Federal, State, and local rules and regulations of the wraparound program and related funding.

Community resources and social service agencies.

Cultural and socioeconomic characteristics of the population served.

Juvenile dependent and delinquent laws and regulations.

Child and Adolescent Needs and Strengths (CANS) assessment tool for Behavioral Health and Child Welfare.

Child and Family Teams (CFT) and the Continuum of Care Reform (CCR) related to juvenile delinquency and dependency.

Ability to:

Develop and bring together inter-disciplinary teams.

Work with families and youth.

Interview clients and families to gather information.

Determine appropriate resources for clients and make referral to appropriate agencies.

Establish and set appropriate boundaries with persons served to help them gain skills and confidence.

Establish and maintain cooperative working relationships with staff, other departments and agencies, the private sector, and the public.

Lead a team and provide guidance and supervision.



COUNTY OF LASSEN JOB DESCRIPTION

Analyze situation accurately and take effective action.

Possess a high level of tolerance and understanding for clients with urgent multiple case management and health needs.

Maintain strict confidentiality of information received in the course of work performed, according to Health Insurance Portability and Accountability Act (HIPAA) standards.

Analyze complex administrative and regulatory problems, evaluate alternatives and adopt effective courses of action.

Prepare and present clear and concise correspondence, reports, and recommendations to Federal, State, and local government agencies and funding sources.

Coordinate multiple projects and tasks simultaneously in a high-pressure environment.

Work independently and within a team environment.

Exercise sound judgement.

Make public presentations to various groups, providers, developers, and the public.

Communicate effectively both verbally and in writing.

Use standard office computers for word processing, spreadsheets, and presentations.

EDUCATION AND EXPERIENCE

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities. A desirable combination is:

Experience:

Two years of increasingly responsible professional experience in social services, case management, care coordination and working with the target population; or an acceptable combination of experience and education that would demonstrate required knowledge and abilities.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in social services, social work, or a related field; or an acceptable combination of experience and education that would demonstrate required knowledge and abilities.

License:

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



COUNTY OF LASSEN JOB DESCRIPTION

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 functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is often required to travel to and make outside visits – occasionally on uneven surfaces with potential access barriers; to use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision and hearing abilities required by this job include hearing and vision adequate to observe human interaction, and vision to input and access information from a computer system.

Work is usually performed in an office environment. May be required to perform home visits in the support of clients. Clients may be hostile, argumentative, or unstable.