



## **City of Phoenix YOUTH SERVICES COORDINATOR**

**JOB CODE 07120**

Effective Date: 10/95

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to coordinate the services provided with other social service agencies to ensure effective and efficient delivery of service to clients. Incumbents are involved in working with city of Phoenix school districts in either school-based or school-linked positions. Work includes developing a network of community referral sources, brokering social services to students and their families, conducting individual and family therapy, in-service faculty training, peer process groups, and program development. General supervision is received from a Human Services Program Coordinator and work is reviewed through conferences, reports, and results achieved.

### **ESSENTIAL FUNCTIONS:**

- Supervises a school program with respect to analyzing and assessing client problems;
- Provides intensive counseling to clients in resolving problems disrupting normal family life and/or educational environment;
- Trains staff to provide intake evaluation, counseling, and referral services;
- Assists staff provide services to clients and handles difficult cases.
- Updates and retains data collection and reporting systems;
- Prepares monthly reports on program status and accomplishments;
- Evaluates and makes recommendations on program needs and changes required to make improvements;
- Coordinates services provided with other organizations and social service agencies;
- Refers clients to other community resources and organizations;
- Counsels and aids clients in understanding causes and contributing factors to their problems and mobilizes personal and external resources to resolve or alleviate those problems;
- Conducts in-service training;
- Represents and/or advocates for and with clients in obtaining benefits, services, and entitlements from governmental and private agencies and organizations;
- Identifies systemic barriers to clients accessing services;
- Performs psychosocial assessments and clinical diagnostics;
- Develops treatment intervention strategies, provides direct intervention services, and makes referrals where appropriate;



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- Reviews case records for proper social service practice and compliance with contractual requirements;
- Supervises Caseworkers and Casework Interns;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

### **Required Knowledge, Skills and Abilities:**

Knowledge of:

- Principles and practices of personnel management and supervision.
- Principles and practices of social service program administration.
- Community groups and organizations providing social services.
- Financial and budgetary techniques and counseling.
- Casework methods and techniques.
- Crisis, individual, and family therapy practices and techniques.
- Training methods, techniques, and group dynamics.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Communicate effectively with members of minority groups and the disadvantaged.
- Work cooperatively with City employees, clients, agencies, and the public.
- Comprehend and make inferences from material written in the English language.
- Communicate orally in the English language with customers, clients, and the public using a telephone, and in group and face-to-face, one-to-one settings.
- Produce documents written in the English language using proper sentence structure, punctuation, grammar, and spelling.
- Review or check the work products of others to ensure conformance to standards.

### **Additional Requirements:**

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to



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drive a City vehicle or if the employee does not have personal insurance coverage.

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Two years of supervisory experience in a recognized social work or social service agency and a master's degree in social work or a related field plus two years of professionally supervised experience. Other combinations of experience and education that meet the minimum qualifications may be substituted.