

## 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) functions, such as: supervising YFSB counseling staff, and student interns; monitoring contract deliverables; 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 Administrator 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 Administrator.

### 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 legal and ethical standards for counseling best practices.

Assigns and monitors staff caseloads including coordination of staff schedules.

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, the schools, the Probation Department, and other relevant stakeholders.

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

ESSENTIAL DUTIES (continued):

Assists the YFSB Administrator in the development and implementation of Bureau goals and objectives; establishes schedules and methods for operational activities; evaluates and maintains Bureau services and standards; and implements policies and procedures.

Participates in budget preparation and administration; prepares cost estimates for budget recommendations; submits justifications for projects, equipment, and staff; assists YFSB Administrator 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; writes employee evaluations and works with employees to correct performance deficiencies; implements discipline procedures.

Provides clinical consultation to counselors, interns and police officers.

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

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

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

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, family dynamics, and indicators of social emotional learning and wellness.

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

Principles, methods and current practices of social casework including trauma informed practice and working in a family systems framework

Function and organization of juvenile justice system, public school system, social service system, public assistance, and other organizations and systems.

Theory, principles and current practices of school based behavioral health service delivery.

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

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

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Knowledge of (continued):

Community resources and services in the mental health and human services areas including financial, social, recreational, cultural, housing and legal advocacy services.

Laws and regulations governing the provision of mental health services, including Health Insurance Portability and Accountability Act (HIPAA) and mandated reporting laws.

Diagnostic and Statistical Manual of Mental Disorders (DSM V) 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 culturally responsive 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.

Foster a positive work culture and encourage team cohesiveness.

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

Build collaborative relationships with community providers and stakeholders.

Establish effective and productive casework relationships with youth, 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: Four (4) years providing counseling or psychotherapy to families, youth, 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, or Clinical Social Work or a closely related field. Candidates may substitute one year of experience with a doctorate degree in Counseling, Clinical Psychology, or Clinical Social Work.

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.

PROBATIONARY PERIOD: One (1) Year

H440 Counseling Supervisor  
May 1991  
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Revised November 2018  
AAP Group: 4  
FPPC Status: Non-Designated  
FLSA Status: Exempt