**Class Summary**

The responsibilities of this classification include direct oversight of multi-disciplinary teams that include professional licensed providers and paraprofessionals that provide direct services assigned to community health services programs within the Community Health Services Division. Incumbents are responsible for planning, implementing, and evaluating community health services programs, supervising staff in various job classifications, and working on multiple projects at different locations.

**Distinguishing Characteristics**

This is a single-level classification. This classification is distinguished from the Personal Health Services Supervisor in that incumbents in the Personal Health Services Supervisor oversee staff in programs that primarily provide direct medical services. This classification is distinguished from the Public Health Administrative Support Supervisor in that incumbents in the Public Health Administrative Support Supervisor supervise clerical and administrative support staff and the day-to-day administrative activities for a Public Health site.

**Examples of Duties**

1. Oversee the delivery of community health services to clients at assigned work locations; connect with program subject matter experts to evaluate licensed staff practices as needed.
2. Supervise, evaluate, coach, and discipline assigned staff; provide ongoing performance feedback.
3. Identify resources and allocate staff to meet program needs.
4. Manage the hiring process for assigned staff.
5. Oversee the planning and coordination of training and orientation programs to meet staff needs and facilitate staff development.
6. Participate in planning, implementing, and evaluating community health programs.
7. Participate in the department's strategic planning and quality improvement efforts, including the community health planning process.
8. Evaluate, implement and monitor quality assurance standards to ensure compliance with laws, regulations, policies, and procedures.
9. Participate in the budget development process and monitor the budget for the assigned work unit.
10. Work collaboratively with the community in developing, evaluating, and implementing short- and long-range Seattle/King County Department of Public Health goals and objectives.
11. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of community health programs, service delivery, and maintenance

Knowledge of law regarding healthcare disciplines

Knowledge of local and federal regulations governing the workplace

Knowledge of supervisory and management techniques and principles

Knowledge of public health practices and principles

Knowledge of interviewing techniques and principles

Knowledge of budgeting techniques and principles

Knowledge of policy analysis and development process

Knowledge of program development and evaluation techniques and principles

Knowledge of Quality Assurance/Quality Control (QA/QC) standards

Knowledge of continuous improvement techniques and principles

Skill in team development and team building

Skill in written and oral communication

Skill in leadership, problem-solving, and conflict resolution

Skill in initiating appropriate emergency response

Skill in facilitating change

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification, and Other Requirements**

Some licenses, certifications, and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within the same series** | None |
| **Class History** | 01/2023 - Created |