

HUMAN SERVICES LICENSING SUPERVISOR

KIND OF WORK

Professional supervisory human services licensing work.

NATURE AND PURPOSE

Under administrative direction, supervises subordinates who enforce federal and state statutes and rules governing regulation and licensing of treatment services and facilities for the mentally retarded, mentally ill, chemically dependent, and children and youth so that compliance with state and federal regulations is attained and/or maintained.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Plans, organizes, assigns, and directs licensing work activities of subordinate staff to facilitate attainment of section goals and to ensure that there is consistent application of division policies, procedures, and guidelines by assessing needs, determining priorities, developing work plans, and allocating staff resources.

Confers and counsels with subordinate staff to ensure that information is exchanged; work policies, procedures, and guidelines are explained; and work-related problems are resolved through problem identification; consultation; and development of problem resolution alternatives.

Reviews and compares work performance and work products of subordinate staff with established standards to determine quality/quantity outputs, training needs, and to recommend appropriate personnel actions such as promotion, disciplinary action, status changes, separation, transfer, and grievance dispositions by reading and conducting on-site evaluations of work; providing constructive criticism; conferring with staff and management; identifying problem areas; defining and modifying work standards; and taking appropriate action.

Trains subordinate staff in the principles, practices, and procedures of licensure to maintain and improve staff performance by instructing, directing, and advising staff and leadworkers; developing training plans; preparing and presenting training materials; and identifying and securing outside training resources.

Develops and implements information and data collection strategies and systems to ensure accuracy, validity, and uniformity by reviewing reports, documentation, interpretation, and recommendations of subordinate staff and incorporating them into data retrieval systems.

Reviews and provides comment on new or modified licensing rules by assessing feasibility and researching impact of proposals.

Oversees identification and implementation of negative and corrective licensing actions (denials, revocations, suspensions, non-renewals) by reviewing staff recommendations, monitoring implementation, and directing preparation of investigation and appeal documentation.

Provides technical licensure information to providers and others served by the licensing system so that complete and accurate information is disseminated by answering inquiries, investigating problems, and referring questions to program staff when appropriate.

Represents the section on departmental and interdepartmental taskforces, work groups and committees on rules and licensing practices so that the section perspective is provided to all interested parties.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

State and federal laws, regulations, rules, and licensing practices governing facilities and treatment services licensed by the department sufficient to determine compliance and initiate appropriate licensure activities.

Philosophies and program structures used in providing services by licenses sufficient to recognize deficiencies, recommend appropriate corrective action, and disseminate information.

Investigation methodology and procedures sufficient to organize and direct investigations of abuse and neglect and to ensure administrative procedures and legal evidentiary standards are met.

Supervisory personnel management practices sufficient to direct, motivate, evaluate and assess training needs of subordinate staff.

State and department personnel rules, practices, and procedures and applicable labor contracts sufficient to initiate and implement personnel actions that conform with all requirements.

Ability to:

Analyze, interpret, and assess potential impact of complex or vague laws, rules, and regulations.

Apply general licensing and related laws and rules to unique individual situations to determine compliance or non-compliance with regulations.

Develop quality/quantity work standards for subordinate staff, and review and evaluate work products for adherence to standards.

Develop and implement strategies for enforcement of licensing action.

Represent and negotiate the division and department position regarding licensing action.

Est.: 7/85T.C.:

Rev.:

Ckd.: 11/91

Former Title(s):