OHIO CLASSIFICATION SPECIFICATION
Developed for Equal Opportunity

NEW AUG 0 2 1997

CLASS TITLE:	CODE:
Resident Liaison Officer	69451C
MAJOR AGENCIES: County Offices, Universities	**JURISDICTION:** County, Univ

FUNCTION: Under general supervision from deputy director, interviews & counsels claimants concerning grievances, problems & complaints arising from their stay at assigned rehabilitation center, investigates complaints to resolve problems or refers problem to appropriate section, coordinates & oversees activities related to admission/discharge & maintenance & cleaning at assigned rehabilitation center & acts as lead worker over resident counselors;

PERFORMS RELATED DUTIES AS REQUI

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	57-63	Interviews & counsels claimants concerning grievances, problems & complaints arising from their stay at assigned rehabilitation center & investigates complaints & resolves problems or refers complaints to appropriate section.	Knowledge of (1) interviewing, (2) counseling, (3) behavioral &/or social science, (4) programs & operational policies & procedures for rehabilitation center*; ability to (5) define problems, collect data, establish facts & draw valid conclusions, (6) resolve complaints from & concerns of claimants.
2	17-23	Attends staffings & meetings or confers with treatment staff &/or management personnel to discuss claimants' progress, problems & concerns, to provide input concerning claimants' evening activities or to act as special advisor.	Knowledge of 2, 3, 4*; ability to 5, (7) cooperate with co-workers on group projects.
3	17-23	Coordinates & oversees activities related to admissions, discharges, maintenance & cleaning at assigned rehabilitation center (e.g., oversees clerical staff in completion of paperwork for discharges & admissions; assigns rooms to claimants & completes necessary forms; maintains inventory of supplies & equipment; oversees maintenance & cleaning); submits reports for budget preparation; acts as lead worker (i.e., provides work direction & training) over resident counselors (e.g., college interns).	Knowledge of 2, 3, 4*, (8) supervision*, (9) training & development*, (10) budgeting*; ability to (11) handle large number of variables & determine specific course of action, (12) prepare & maintain accurate reports & records, (13) establish friendly atmosphere as lead worker/coordinator of work unit.

(1020)

123:1-7-17

*Developed after employment

UNUSUAL WORKING CONDITIONS:

MINIMUM CLASS REQUIREMENTS: *(Including license, if any.)* 6 courses in behavioral &/or social sciences (e.g., mental health technology, psychology, sociology, social work) (or 12 mos. exp. in providing human/social services); 1 field practice course in behavioral &/or social science field or 1 course in counseling (or 3 mos. exp. working in community, private or governmental human/social/health services agency which involved interviewing &/or counseling of clients); or equivalent.

FORM ADM-4134

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