

COUNTY OF SOLANO
SOCIAL SERVICES MANAGER

DEFINITION

Organizes, directs and supervises the activities of one or more social services programs to serve a population group within the County; assists in the development, implementation and evaluation of policies and procedures related to program activities; provides staff support to higher level management within the assigned division; serves as a member of the department's management/supervisory team.

CLASS CHARACTERISTICS

This class is characterized by the responsibility for the ongoing management responsibility over one or more social services programs, managing programs through subordinate supervisors. This class is distinguished from the classification of Social Services Administrator in that incumbents manage large program or multiple programs through subordinate program managers. The Social Service Administrator is responsible for serving one or more population groups or community social services needs, and for planning and implementing programs to serve those needs. The Social Services Manager is distinguished from the Deputy Director in that the latter reports directly to the Department Director and assumes management responsibility for an entire division.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from a Social Services Administrator or Deputy Director.

Exercises supervision over professional, supervisory, clinical and office support staff.

EXAMPLES OF DUTIES *-Duties may include but are not limited to the following:*

Plans, organizes and manages the operations and activities of one or more social services programs according to department and funding source requirements; monitors expenditures and service revenues; assists in maintaining budgetary control; develops data collection systems and prepares regular statistical and progress reports.

Gathers and analyzes information to determine new and ongoing program needs; determines program objectives and formulates procedures and protocols for program services; monitors progress toward objectives; participates in the development and implementation of policies, and priorities or the assigned units.

Reads, analyzes and interprets laws, regulations, policies and procedures governing assigned program operations; determines and reports on impact of proposed legislative and regulatory changes; assists in development of County policies to effect changes in program operations.

Supervises, trains, assigns and evaluates staff; determines utilization of own staff; confers with and/or makes recommendations to the management team with respect to complex personnel employee relations matters, as well as public contact problems, which may have significant administrative or legal consequence.

Processes and reviews referrals for clinical services; assigns cases and monitors quality; facilitates clinical case review and staff meetings; meets with supervisory to discuss program needs.

Develop and write grant or contract proposals; prepares narrative statements identifying needs, objectives, methods, evaluation and budgets; monitors the work of contractual service providers.

Represents the division or department on task forces, planning bodies, committees and other groups; confers with representatives of funding sources and licensing bodies; explains the division or department role to officials, groups and individuals.

Attends and participates in professional groups meetings, committees, and boards; stays abreast of trends and regulations in the field; maintains current knowledge of community resources and programs in order to provide information and referral to clients.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principals and practices of public administration and program management, including planning, implementation, and evaluation.

Current trends in research, education and related services.

Budget expenditure monitoring.

Policies, regulations and procedures governing assigned programs in public assistance; goals and limitations of public programs within a specific assignment; legal requirements affecting service delivery and operations.

Techniques used to establish and maintain effective communication with clients; socio-economic factors affecting the client; needs, problems and behavior of people in target population.

Case review practices and techniques.

Services provided by Solano and other surrounding counties.

Record maintenance and case management practices.

Principles and practices of supervision; performance evaluation and discipline processes applicable to the public sector; staffing requirements for the program; training and supervisory practices.

Skills to:

Utilize basic office equipment.

Ability to:

Plan, organize and direct the organizational activities of a social services program.

Develop and manage a program budget;

Identify and evaluate the need for developing proposed changes in program practices and procedures; collect and analyze data to establish/ identify needs, evaluate program effectiveness; assist in developing goals and objectives for assigned work units or projects; prepare narrative and statistical reports; interpret administrative direction for incorporation into operational policy and procedures.

Interpret and apply a variety of complex county, state and federal regulations, policies and guidelines related to a specific program; comply with laws, regulations and professional practices governing program services and operations; research regulations, procedures and/or technical reference materials.

Supervise, advise, consult with and train others engaged in professional and technical work; secure cooperation and teamwork among staff; organize and prioritize work assignments; determine and evaluate level of achievement and performance.

Deal firmly and fairly with clients of various socio-economic backgrounds and temperaments.

Maintain accurate records and document actions taken.

Maintain confidentiality of information.

Communicate clearly and concisely, both orally and in writing; compose correspondence independently.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

QUALIFICATION GUIDELINES

Experience:

Three years of increasingly responsible experience in a social services program of which one year was in a supervisory capacity.

Education

A Bachelor's degree is required from an accredited college or university preferably with a major in Social Work or a related field.

SPECIAL REQUIREMENTS

Depending on assignment, candidates for positions in this class may be required to possess a master's degree in social work and a valid Licensed Clinical Social Worker license issued by the State Board of Behavioral Science Examiners.

Possession of or ability to obtain a valid Class C California driver's license may be required.

SUPPLEMENTAL INFORMATION

Independent travel may be required.

Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 11165/11166 of the California Penal Code relating to child abuse reporting and Section 15630 relating to Adult Abuse and reporting.

Candidates for some positions in this class will be required to pass a background investigation in accordance with applicable law, regulation and/or policy.

Incumbents may be required to be able to work in an environment which may include exposure to communicable disease.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Incumbents must be able to work in an institutional environment that may include exposure to communicable disease and unpleasant working conditions.

Director of Human Resources

Established Date: February 2003 (from Health and Social Services Manager (Senior))

BOS Date: June 30, 2003