

COUNTY OF SOLANO

SOCIAL SERVICES SUPERVISOR

Under general direction, plans, organizes, and supervises the work of a unit of social workers providing adult and/or child protective services, licensing, adoptions, dependency investigations, information and referral, and other social services; provides administrative oversight and supervision to allied medical, mental health, and substance professional staff assigned to the unit and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The Social Services Supervisor is the first level supervisor for social workers providing a variety of adult and/or children's services. Job incumbents supervise both administrative and technical groups of social workers and may provide administrative supervision over medical, mental health, and substance abuse professional staff under a system of matrix management.

The Social Services Supervisor class is distinguished from Social Worker III class due to its planning and supervisory responsibilities. The Social Services Supervisor is distinguished from the Senior Health & Social Services Manager class due to the latter's primary responsibility for program management and budgetary matters.

EXAMPLES OF DUTIES

1. Holds group meetings and individual conferences with assigned staff to plan and review work activities and to discuss division policies and procedures and specific case problems.
2. Assigns cases to individual staff so as to produce equitable workloads and to match individual skills and abilities with the work to be done.
3. Reviews work of social workers in order to ensure technical conformance to program policy, appropriateness of service given and referral made and timeliness of closing.
4. Provides administrative supervision to allied medical, substance abuse, and mental health professional staff assigned to the unit and consults with staff from other disciplines to coordinate and plan work.
5. Meets, confers, consults, and collaborates with other supervisors within the department or with representatives of other agencies in order to coordinate the unit's work with that of other units to meet department goals.
6. Works with various schools, community based organizations, agencies, and groups to develop resources, provide program service information, and resolve mutual problems.
7. Represents the division on matters pertaining to adult and child protective services or general social services programs on advisory boards, and at conferences and community meetings.
8. Develops and oversees agency resources and staff sponsored treatment groups such as those for sexually abused children and for parent guidance.
9. Performs a variety of customary supervisory tasks, including the evaluation and training of staff, ensuring that materials and facilities are available for the accomplishment of unit work and reporting needs of staff to administration.
10. Participates in the development and implementation of program services, policies, and procedures; interprets department and division policies and procedures to staff and the public.

11. Provides backup for staff as required by interviewing clients, procuring and evaluating information, and making appropriate recommendations in difficult cases.
12. Provides day-to-day supervision to other non-professional staff and volunteers in various social services programs.
13. Oversees the input of data, reports, and narratives into an automated system and acts as resource to staff on automated equipment and applications software usage.
14. Attends and participates in a variety of internal and external meetings such as daily service team discussions, inter-disciplinary case conferences, inter-agency meetings, etc.
15. Confers and coordinates work with County Counsel, caseworkers, probation officers, community and support services, and appropriate referrals for clients; works with other agencies to obtain information, coordinate services, determine appropriate venue for service, provide training about provided services, and related matters.
16. May operate vehicles to transport clients or to perform field duties of monitoring service provision, working with staff or clients at other sites, and/or to coordinate with other agencies.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; sufficient manual dexterity to perform repetitive motion in various duties such as: keyboarding, writing, filing, reaching and grasping above shoulder level; normal eye-hand coordination; body strength sufficient to lift and carry case files; corrected vision to normal range to read fine print and computer screen; corrected hearing to speak and hear sufficiently to communicate clearly over the telephone and in person; ability to use office equipment such as printers and scanners. Some assignments may require strength to lift and move clients with appropriate assistance and color vision to distinguish medications and laboratory results.

TYPICAL WORKING CONDITIONS

Work is performed in a variety of office, clinic and field environments and includes continuous contact with staff and the public; may be required to enter private homes to make family home visits for purpose of investigation; work involves stressful situations and includes dealing with erratic and sometimes threatening behavior; may travel to community areas that are potentially dangerous where there is exposure to potential bodily injury, infections which may cause chronic disease or death; offensive odors; high noise levels; insect bites; dust and pollens.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and techniques of supervision and training.
- Principles, practices and techniques of adult and/or child protective services social work; legal processes related to child and/or adult welfare services.
- Socio-economic and psychological social behavior affecting individual behavior, social functioning and behavioral abnormalities.
- Dynamics of human behavior including child development, parenting, family dynamics, and aging.
- Principles, methods and techniques utilized in a variety of interviewing, diagnostic assessment, and various counseling modalities; and investigative research methods.
- Psychosocial, medical, economic relationships contributing to socio-pathology.
- Methods of case management and record keeping.

- Functions, responsibilities, services and activities of public health and welfare agencies.
- Other private and non-profit community organizations, resources, and social problems.
- Availability of and procedures for obtaining a wide variety of community and governmental services and resources.
- Requirements of public assistance, employment and social programs.
- Techniques of outreach in a targeted community or population.
- Factors affecting social service clients including barriers to employment, home and financial management, family planning, medical needs assessment, substance abuse, and social functioning.
- Techniques for dealing with individuals from a variety of socio-economic, ethnic and cultural backgrounds including those with physical disabilities and emotional problems.
- Use of automated equipment and standard office support applications software related to the work.

Ability to:

- Plan, organize, and manage the work of a multi-disciplinary work unit.
- Assign and supervise the work of others.
- Provide consultative services to subordinate staff members.
- Recognize factors causing reaction or changes in client's condition or behavior; assess undefined and complex problems; identify immediate and potential risk of children and/or adults in abusive family situations and other living situations.
- Oversee the provision of emergency response; take action to minimize the risk of child and/or adult abuse including temporary or permanent removal from the current care environment.
- Provide guidance on determining when to involve law enforcement and judicial officials in cases.
- Oversee the preparation of case reports and legal documents necessary to effectuate case recommendations.
- Establish criteria for determining suitability of out-of-home, foster care, and adoption placements.
- Understand, interpret and apply complex social services technical materials and applicable laws, codes and regulations.
- Analyze client situations and needs in assigned areas of responsibility.
- Provide guidance and consultation in the development, preparation and implementation of treatment and service plans.
- Oversee the preparation of appropriate case files, legal and casework documentation including the recording relevant information.
- Interpret and apply complex laws, rules, regulations and procedures.
- Prepare complex and detailed reports and records and maintain confidentiality of information.
- Communicate orally and in written format and interact in situations requiring instructional, persuasive, consultative, counseling and motivational skills.
- Provide training, guidance and consultation to staff.
- Assist in controlling angry or combative clients.
- Work in stressful, emotional and confrontational situations; respond appropriately in crisis situations.
- Deal effectively with clients of various ages and socio-economic and cultural groups including those with physical and/or emotional problems.
- Work as a member of a multi-disciplinary service providing team.

