



## Career Service Authority

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# Clinical Social Work Team Leader

### **GENERAL STATEMENT OF CLASS DUTIES**

Performs supervisory duties over professional social workers engaged in performing a variety of social services activities, provides direction and long range and short term planning, and assists with policy and procedure development and implementation.

### **DISTINGUISHING CHARACTERISTICS**

This class performs supervisory duties over professional social workers. This class is distinguished from the Director of Clinical Social Work that performs management level work through subordinate supervisors and professional staff involved in providing social work services, provides leadership, direction, and long range and short term planning, directs policy development and performance criteria, and makes budgetary and resource allocation decisions. This class is distinguished from the Senior Clinical Social Worker that provides intensive social work services including case management, assessment, counseling, and evaluation that require independent judgment and a significant understanding and application of professional principles and departmental standards.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

#### ***Interpersonal Communications and Purpose:***

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more social workers.

**ESSENTIAL DUTIES**

Supervises professional social workers engaged in performing a variety of social services activities including assessment, counseling, referral, and related services.

Assigns cases, meets with social workers to discuss status of cases, problems encountered, basis for actions, and alternative solutions, reviews and discusses progress of cases and worker's reports, provides technical guidance and direction in unusual and non-standard situations, and work for adherence to guidelines and standards.

Provides administrative support and assists in developing, implementing, and/or interpreting policies, procedures, and programs and communicates with the clinical social worker management team regarding staff, service activities, and problems needing departmental attention.

Trains social workers in social work techniques and methodologies, orients workers with appropriate laws, policies, regulations, and procedures, and ensures that work conforms to standards, regulations, and laws of state and federal agencies.

Plans, organizes, conducts, and documents department Performance Improvement activities and other task groups as needed.

Consults with other hospital departments regarding psychosocial aspects of patient care and community resources.

Identifies new and changing resources and programs in the community in order to provide services to patients, negotiates referral and application procedures for these services, and facilitates exchange of information between community agencies and staff.

Coordinates with county Human Services Agencies financial, medical assistance, and service programs which they administer and effect patient needs.

Researches, writes, and administers grant funded projects.

Complies with rules and laws effecting practice including maintaining an active Colorado State License of Clinical Social Worker and credentialing required by the department and observes rules governing ethical practice and relevant laws to social work practice.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, formally evaluates the work of the employee, and provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Leadership** - Initiates and sustains action to accomplish the goals of a department by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

**Human Resource Management** - Works with human resource staff to implement human resource policies to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition, and corrective/disciplinary action, maintains effective employee relations, and complies with government/citywide regulations and policies.

**Managing Diverse Workforce** - Implements diversity policies, supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

**Integrity/Honesty** - Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**Reading** - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Writing** - Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

**Client Orientation** - Applies quality management principles and processes for delivery of high-quality service(s), meets routine demands of internal and external customers, and strives for continuous improvement.

**Self-Management** - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Interpersonal Skills** - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Oral Communication** - Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

**Problem Solving** - Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Planning and Evaluating** - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

**Decision Making** - Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Team Building** - Encourages and facilitates cooperation and open communication, promotes team work at all levels, cooperates with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to accomplish a department's goals.

**Diversity** - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Customer Service** - Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Flexibility** - Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

**Conflict Management** - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Stress Tolerance** - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Attention of Detail** - Is thorough when performing work and conscientious about attending to detail.

**Memory** - Recalls information that has been presented previously.

**Information Management** - Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of the theories and practices of counseling and social work sufficient to perform the duties related to the work assignment.

Skill in applying theories, precedents, and techniques of social work for treatment of a client's behavior.

***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

***Working Environment:***

Contacts with clients under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

***Education Requirement:***

Master's Degree in Social Work.

***Experience Requirement:***

Three years of experience of the type ad at the level of Senior Clinical Social Worker.

***Licensure and/or Certification:***

Must be a licensed Clinical Social Worker under the provisions of the Colorado Revised Statutes for the State Board of Social Worker Examiners.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 10/16/2005

**REVISED BY:** Patricia Anderson

**CLASS HISTORY** This class has been revised and updated.