



Career Service Authority
Director of Clinical Social Work

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GENERAL STATEMENT OF CLASS DUTIES

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.

DISTINGUISHING CHARACTERISTICS

This class performs management level work over professional staff involved in providing social work services. This class is distinguished from a Clinical Social Work Team Leader that 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.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning; developing standards, schedules, priorities, guidelines, processes and measurement (evaluation) systems; implementation of production and performance management standards; and allocating resources.

Employee is responsible for implementing operational goals and objectives and for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems; responsible for organizational management (development, staffing, and conflict); and allocating resources.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

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 knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised:

Supervises two or more Clinical Social Work Team Leader.

ESSENTIAL DUTIES

Plans, directs, and manages the work of social work supervisors and staff, provides leadership and direction to staff, devises and evaluates performance standards, and develops long range and short term goals and objectives in conjunction with departmental plans and goals.

Develops and implements operational policies and procedures in accordance with state and federal mandates and legislation and ensures policies are regularly evaluated in accordance with legislation, governmental requirements, and department standards.

Develops and manages the budget, allocates funds within the budget to accomplish goals and objectives, monitors the budget to work within approved funding, and identifies budgetary needs.

Develops partnerships with the community and other human services organizations in order to better serve patients/clients.

Develops and improves relationships among various work groups by encouraging, developing, and strengthening cooperation and leadership in inter-group relations and communications.

Develops and implements staff training and ensures staff is up-to-date on evolving social work practices.

Monitors the compilation of statistical data and the maintenance of departmental reports and records.

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:

Oral Communication - Clearly communicates and explains agency/departmental policies and work assignments to staff, and communicates information about the assigned functional and/or operational area's activities to peers, higher-level managers, administrative staff of other organizations, internal and external customers of a localized function, and local stakeholder groups.

Written Communication - Composes, reviews, edits and issues written materials for diverse audiences; communicates purpose in a succinct and organized manner that is appropriate for context, time and place. Written materials are of a routine nature and affect the immediate functional and/or operational area.

Interpersonal Skills - Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, or staff of other organizations, internal customers, and a limited population of external customers of a localized functional and/or operational area, and local stakeholder groups to accomplish the organization's mission. Adapts approaches to different people and situations.

Conflict Management - Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, and administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to generate areas of agreement and joint action.

Financial Management - Recommends, administers, allocates, reallocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of programs, projects and policies for a functional and/or operational area.

Decisiveness - Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems or policies that affect a functional and/or operational area. Legal, public and financial consequences are generally limited to assigned area(s).

Problem Solving - Uses logic to identify and solve problems for the assigned functional and/or operational area. Considers well-defined choices, where there are a limited number of possible actions and the impact is limited to the assigned functional and/or operational area.

Flexibility - Is open to new ideas and adapts to changing work situations and priorities by modifying existing plans and work methods that affect the assigned functional and/or operational area, internal and external customers of a localized functional and/or operational area, and local stakeholder groups. Remains calm under pressure.

Self-Direction - Sets goals and takes initiative in implementing ideas, systems or policies that affect the assigned operational or functional area. Manages time efficiently; encourages feedback; and invests in self-development.

Client Orientation - Applies quality management principles and processes for delivery of high-quality products and service(s) within a functional and/or operational area, meets routine demands of internal and external customers of a localized functional and/or operational area, and strives for continuous improvement.

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

Planning and Evaluating - Establishes program objectives and strategies for a functional and/or operational area within an agency/department; identifies required resources and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that program and policies are being implemented and adjusted as necessary to accomplish the organization's mission. Program impact is limited to the immediate functional and/or operational area.

Human Resource Management - Works with human resource staff to implement human resource policies for part of an organization 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 for part of an organization; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

Team Building - Encourages and facilitates cooperation and open communication; promotes team work at all levels within a functional and/or operational area; cooperates with staff, higher-level managers, peers, administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to accomplish the organization's goals.

Internal Controls/Integrity - Follows guidelines to implement and maintain accounting and administrative controls for the assigned functional and/or operational area within an agency/department. Exhibits personal integrity and promotes ethical conduct by employees and abides by the City's Code of Ethics.

Technical Competence - Is knowledgeable about the subject matter, procedures, requirements, regulations and policies related to area of responsibility. Provides expert advice to staff, higher-level managers, peers, administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups. Impact is limited to the assigned functional and/or operational area.

Knowledge of management principles and practices sufficient to be able to perform a variety of managerial and supervisory functions.

Knowledge of budgeting principles and practices sufficient to be able to administer a budget to accomplish objectives.

Physical Demands:

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:

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.

Education Requirement:

Master's Degree in Social Work.

Experience Requirement:

Three years of supervisory experience over social workers in a clinical setting or at the type and level of Clinical Social Work Team Leader.

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.