



Career Service Authority

Social Case Worker Manager

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GENERAL STATEMENT OF CLASS DUTIES

Performs management level work over a section(s) through subordinate supervisors and professional staff involved in providing social case work services, provides leadership, direction, and long range and short term planning, and directs policy development and performance criteria for the assigned area(s).

DISTINGUISHING CHARACTERISTICS

This class performs management level work over a section(s) through subordinate supervisors and professional staff involved in providing social case work services. This class is distinguished from a Manager I that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects. This class is distinguished from a Social Case Worker Supervisor that performs supervisory duties over professional social case workers engaged in performing a variety of social services activities including counseling, referral, placement, and related services.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section(s), 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(s), unit(s), 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 managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit(s) or section(s) 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 Social Case Worker Supervisors.

ESSENTIAL DUTIES

Plans, directs, and administers the work of social case worker supervisors and staff, devises and evaluates performance standards for the assigned area(s), and develops long range and short term goals and objectives for the assigned area(s) in conjunction with departmental plans and goals.

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

Develops and implements a variety of new organizational programs and initiatives including comprehensive programs for staff, clients, and the community and ensures quality services in all areas of case work practice.

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

Represents the department on a number of state level committees that establish statewide policies and programs.

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 by reviewing program areas and ensuring staff is up-to-date on evolving case work practices.

Resolves operational and unforeseen procedural problems and addresses other concerns as directed or necessary.

Assists in developing and managing the budget for the assigned area(s) and allocating funds in order to accomplish division goals and objectives.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Leadership - Initiates and sustains action to accomplish the goals of an assigned area(s) 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 for an assigned area(s), 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.

Planning and Evaluating - Establishes objectives and strategies, identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that policies are being implemented and adjusted as necessary to accomplish the organization's mission.

Oral Communication - Clearly communicates and explains organizational policies and work assignments to staff and communicates information about the assigned areas' activities to peers, higher-level managers, administrative staff of other organizations, and internal and external customers.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner appropriate for context, time, and place. Written materials are of a routine nature and affect the immediate assigned area(s).

Interpersonal Skills - Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish the department's mission. Adapts approach 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, administrative staff from other organizations, internal and external customers, and local stakeholder groups to generate areas of agreement and joint action.

Financial Management - Recommends, administers, allocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of an assigned area(s).

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 an assigned area(s). Legal, public, and financial consequences are generally limited to the assigned area(s).

Problem Solving - Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, and distinguishes between relevant and irrelevant information to make logical judgments.

Flexibility - Is open to new ideas, adapts to changing work situations and priorities by modifying existing plans and work methods that affect the assigned area(s), internal and external customers, and local stakeholder groups, and remains calm under pressure.

Self-Direction - Sets goals, takes initiative in implementing ideas, systems, or policies that affect an assigned area(s), 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 an assigned area(s), meets routine demands of internal and external customers, and strives for continuous improvement.

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 the department's goals.

Internal Controls/Integrity - Follows guidelines to implement and maintain accounting and administrative controls for an assigned area(s) within an agency/department. Exhibits personal integrity, 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 the area of responsibility. Provides expert advice to staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups.

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 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:

Bachelor's degree

Experience Requirement:

Three years of supervisory experience at the type and level of Social Case Worker Supervisor.

Licensure and/or Certification:

Possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 9/1/2000

REVISED DATE: 12/2009

REVISED BY: Patricia Anderson

CLASS HISTORY This class specification has been revised and updated.