



Career Service Authority
Social Case Worker Supervisor

Page 1 of 6

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over professional social case workers engaged in performing a variety of social services activities including counseling, referral, placement, and related services.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory duties over professional social case workers. This class is distinguished from a Social Case Worker Manager that 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). This class is distinguished from a Lead Social Case Worker that performs permanently assigned lead work over professional social case workers, assists a Social Case Worker Supervisor establish unit goals, plans, and specific unit functions, and provides intensive social case work services including case management, counseling, referral, placement, and assessment/evaluation.

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 professional social case workers.

ESSENTIAL DUTIES

Plans, assigns, and reviews the activities of social case workers performing case management functions and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Participates in the development of long range and short term plans and goals for the assigned area, establishes and/or monitors current methods and policies, and keeps management level personnel abreast of trends and issues in the field and in the department.

Screens cases initially to determine level of risk to individuals/families and eligibility for services/programs, assigns cases, meets with social case workers to discuss status of cases, problems encountered, basis for actions, and alternative solutions, reviews and discusses progress of cases and worker's reports, and provides technical guidance and direction in unusual and non-standard situations.

Trains social case 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.

Builds and maintains effective relationships with public and private community based services providers and professional and community groups in order to exchange information, resolve concerns/complaints, and develop and maximize available resources.

Ensures that staff prepares comprehensive records, reports, and documentation that complies with state and federal standards and requirements.

Prepares, supports, and coaches staff who testifies in court proceedings and provide expert testimony.

Represents the department on a variety of committees and acts as a project lead on internal and external committees/groups.

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.

Resolves problems encountered during daily operations and determines standards for problem resolution.

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, 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.
Far Acuity: ability to see clearly at 20 feet or more.
Near Acuity: ability to see clearly at 20 inches or less.
Accommodation: ability to adjust vision to bring objects into focus.

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:

Baccalaureate Degree in Social Work, Psychology, Sociology, Guidance and Counseling, or a closely related field.

Experience Requirement:

Three years of post graduation professional experience at the type and level of Social Case Worker.

Licensure and/or Certification:

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

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/01/1998

REVISED DATE: 02/01/2006

REVISED BY: Patricia Anderson

CLASS HISTORY: This class specification has been revised and updated. 1-17-2006, the education, experience, and equivalency statements have been clarified.

The change involves stating that applicants must possess a baccalaureate degree and post graduation professional experience.