



Office of Human Resources
Social Case Worker Supervisor - CA2700
THIS IS A PUBLIC DOCUMENT

General Statement of 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.

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 goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

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.

Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

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.

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

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

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.

Education Requirement

Bachelor's Degree in Social Work, Psychology, Sociology, Guidance and Counseling, or a related field.

Experience Requirement

Three (3) years of post-graduation professional social case work experience at the type and level of Social Case Worker.

Education & Experience Equivalency

No substitution of experience for education is permitted.

Additional appropriate education may be substituted for experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

By position, must be able to speak and/or write in Spanish.

Licenses and certifications must be kept current as a condition of employment.

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.

Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

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.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor, By position, Bilingual

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-811

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: