



## Supervisor – Family Services

### Social Services Division

**ACCOUNTABILITIES:** To oversee and manage a unit of caseworkers, ensuring that appropriate and timely services are provided to abused, neglected, and dependent children and their families. To ensure that the unit's casework practice is reflective of critical Agency philosophies and responsibilities concerning, but not limited to, confidentiality, professionalism, cultural competency, family-centered, neighborhood-based (FCNB) services, child safety, social work ethics, family integrity, and timely permanency for children. To ensure that Agency policies and collective bargaining agreement provisions are understood and followed.

#### **ESSENTIAL DUTIES:**

Plans, directs, and monitors the casework activities of subordinates: Determines case assignments; ensures that home visits and family team meetings occur as required; ensures correct use of CAPMIS tool; oversees case plan services and visitation plans, incorporating a FCNB approach; ensures that staff are meeting the educational needs for those children in the custody of the Agency; approves recommendations regarding issues of custody, placement, reunification, permanency, and case closure. Provides on-going guidance and support through case conferences, field observations, attendance at family case conferences and court hearings, and constructive feedback. Defines performance expectations and assists staff in setting priorities. Ensures that Performance Improvement Plans (PIPs) related to improved CFSR outcome achievements are effectively implemented in the unit.

Performs administrative tasks: Manages unit's budget and expenditures. Reviews and approves work schedules and itineraries. Acts on leave requests and approves payroll timesheets. Reviews and approves mileage reimbursement reports. Conducts performance evaluations. Reviews position descriptions. Adjusts first level grievances. Takes and recommends disciplinary action. Interviews and assesses candidates for casework positions; makes recommendations for hiring and firing. Disseminates information regarding Agency policy and procedures and communicates a positive vision when providing support and rationale for new directives.

Models' interpersonal skills and behaviors that are appropriate for the helping professions. Teaches the use of engagement skills effective for working with involuntary clientele. Guides caseworkers in appropriate ways to de-escalate hostile clients/situations. Utilizes an understanding of culture and its function in human behavior and society to ensure service provision that is sensitive and responsive to cultural differences. Communicates clearly—verbally and in writing—and displays good active listening, problem-solving, and conflict resolution skills. Develops productive working relationships with subordinates, other management staff, outside professionals and service providers, and other Agency staff. Fosters an atmosphere of collaboration, creativity, and innovation.

Uses, and oversees caseworkers' use of, a variety of computerized and other information/communication systems: SACWIS and/or LCCS client records, case notes/activity logs, case plans, supervisory conference notes, unit meeting minutes, correspondence, payroll/timesheet records, mileage reports, telephone, email, intranet, internet, electronic calendaring/itineraries, etc. Ensures that records are kept in accordance with Agency and federal/state mandates. Regularly reviews case notes/activity logs to ensure they contain essential information and are timely entered. Ensures the confidentiality of client/case information throughout the unit.

Completes prescribed training hours annually and ensures unit staff complete theirs. Conducts unit meetings; attends departmental, supervisory, and Agency staff meetings. Meets regularly with manager to discuss permanent plans for children, problematic cases, and potential disciplinary issues. Participates in Agency committees, meetings, discussions, and initiatives regarding improved outcome achievement by the Agency in the areas of safety, permanency, and well-being of children. May participate in other Agency/community committees, initiatives, or activities, and may assist in community education through Speaker's Bureau.

**NON-ESSENTIAL DUTIES:** Performs other related duties as assigned.

**SCOPE OF POSITION:** Reports to: Manager, Family Services; Supervises: (6-7) Child Welfare Caseworker 3s

**MINIMUM QUALIFICATIONS:** Bachelor's degree in Social Work or related field with five (5) years of Casework 3 experience; OR a Master's degree in Social Work or related field and three years' experience in protective services with previous supervisory experience preferred. Knowledge of the following is helpful: Governmental Structure; Public/Human Relations; Labor/Management Relations; management/supervisory techniques. Demonstrated ability to model effective interactions and communication skills in cross-cultural situations required. Must possess the ability to utilize computer technology to access information and produce reports. Residential or other personal telephone required. Valid driver's license, automobile insurance and reliable automobile required.