



## Assistant Manager Intake/Emergency Services

### Social Services Division

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**ACCOUNTABILITIES:** To oversee and manage identified units of supervisors and their staff to ensure consistency and standardization of services, to evaluate utilization of services and to assess treatment needs for abused, dependent/neglected children and their families. To oversee and manage Intake and Emergency Services Supervisors and their staff, ensuring that state mandated investigations are reports of child abuse, neglect, and dependency that are received during and outside of Agency's standard hours of full operation are appropriately screened and responded to. To ensure that 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: Develops and oversees the use of screening/interviewing protocols, ensuring that timely and appropriate screening decisions are made on reports of CA/N; ensures that home visits, interviews, and other field responses occur as warranted; ensures correct use of CAPMIS tool; assigns and oversees the completion of CA/N investigations and court-ordered family assessments/home studies; ensures that FCNB approaches are used in linking families to services; ensures that pertinent information and records are gathered and reviewed so that appropriate dispositions can be made; approves recommendations regarding issues of safety plans, custody, placement, 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, safety 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. Collects and compiles data into reports.

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, including backing up other supervisors.

**SCOPE OF POSITION:**

Reports to: Manager of Assessments; Supervises: (2) CW Casework Supervisor 2s and (5-6) Child Welfare Caseworker 3s.

**MINIMUM QUALIFICATIONS**

Requires Master's Degree in Human Services related field. MSW preferred. 3-5 years progressively responsible management experience in a child welfare related field required. Must possess the ability to utilize computer technology to access information and produce reports. Demonstrated ability to model effective interaction and communication skills in cross cultural situations required. Knowledge of budgeting and labor/management relations required. Personal cell phone required. Valid driver's license, reliable automobile, and insurance.