



Manager - Family Services

Social Services Division

ACCOUNTABILITIES:

To supervise ongoing child welfare casework supervisory staff in addition to maintaining contact with local, state, public and private child welfare agencies. To ensure consistency and standardization of services, evaluate utilization of services and to assess treatment needs. To provide communications and direction to Family Services staff for accomplishment of above.

ESSENTIAL DUTIES:

Develops and maintains service delivery system, methodology for program evaluation. Identifies service needs and recommends resolutions. Recommends staffing patterns for casework services. Ensures that services are conducted in a culturally sensitive manner.

Plans, directs, and evaluates work of subordinates through group meetings and individual conferences. Conducts Performance Evaluations and reviews position descriptions of subordinates on regularly prescribed basis. Adjusts second level grievances. Initiates disciplinary action as warranted.

Ensures the development and monitoring of department goals, objectives and budgets, as well as compliance with state/federal audit requirements.

Assists in resolution of Labor/Management issues.

Participates in Agency committees and meetings as requested and performs other related duties as assigned.

Works with the Manager of Training & Development in planning for training of staff.

Assesses support programs in areas of needs, utilization, expansion and shifting of services. Performs other related duties as assigned.

SCOPE OF POSITION:

Reports to: Director of Services. Supervises: (10) Family Services Supervisors
(Child Welfare Casework Supervisor 2s)

MINIMUM QUALIFICATIONS

Requires MSW with 3 years supervisory/management level experience, 3 of which must be in a child welfare related field OR a Master's Degree in a social work-related field with 5 years supervisory/management level experience in child welfare. Social Work licensure preferred. Knowledge of Labor/Management Relations required. Knowledge of community resources and services required. Knowledge of budgeting and program planning is helpful. Demonstrated ability to establish positive relationships with community leaders and diverse community organizations/groups required. 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. Personal cell phone required.