



Social Services Supervisor

Job Description

Department: Health & Human Services **Rating:** C51
Supervisor Title: Health & Human Services Director **FLSA Status:** Exempt

Minimum Qualifications of Education and Experience:

Bachelor's degree in Social Work or related field; 4 years related experience; or an equivalent combination of education and experience.

Required License (s):

Incumbents in this class typically require:

- Valid Driver's License

Nature of Work:

This position is responsible for supervising a defined social services function, process, program or service that directly supports the day-to-day operations of the human services of the County. Responsibilities may include supervising staff; assessing program compliance with regulations; overseeing reporting requirements to maintain services; ensuring efficient and cost effective delivery of programs; assisting with budget; implementing programs and services; and providing direction in crisis situations in the absence of other staff.

Essential Work Functions (Illustrative only):		Frequency	Band
1.	Manages professional and support staff by prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations for assigned program personnel.	Daily 30%	C5
2.	Manages the activities of assigned program, which includes developing; planning; coordinating; reviewing and approving assessments, and case plans; administering and evaluating program, processes, procedures, systems, standards, and/or service offerings; monitoring compliance with federal, state, and local laws, regulations, codes, and/or standards.	Daily 25%	C5
3.	Monitors and maintains budget; prepares cost estimates for budget recommendations; monitors billings and controls expenditures.	Daily 20%	C4
4.	Prepares and supervises the preparation of program, quality assurance, and governmental reports.	Daily 20%	C4
5.	Collaborates and coordinate programs and services with other agencies within and outside the County.	Daily 5%	C4
6.	Performs other duties of a similar nature or level.	As Required	N/B

Level of Decisions:

Incumbents apply significant working experience to ensure safe and efficient operations in assigned area. Decisions made at this level are predominantly operational in nature, dealing with the oversight of clearly defined procedures and work methods. Incumbents may adjust and modify work processes as necessary to ensure successful operations, but generally do not define the goals and objectives of the work area.

Assignments are broad in nature, generally requiring a high level of ingenuity and originality; has appreciable latitude for unreviewed actions and/or decision; evaluate progress and results and recommends major changes in procedures.

Direction Received/Provided:

Incumbents in this class are responsible for the outcome and performance of clearly defined objectives, have responsibility for the oversight of people (staff) and resources (budget), which includes supervising the work of staff. Incumbent receives direction from Department Head or designee. Decisions made at this level are predominantly operational in nature, dealing with the oversight of clearly defined procedures and work methods.

Knowledge, Skills and Abilities Required:

- Supervisory principles and practices;
- Multiple social service programs;
- Interviewing techniques;
- Case management principles;
- Customer service principles;
- Interpreting and applying applicable standards, laws, rules, and regulations;
- Using a computer and related software applications;
- Managing caseloads;
- Preparing reports;
- Managing budgets;
- Managing databases;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive and provide work direction.

Persons with Disabilities:

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodations may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands: Semi-sedentary involving office and travel to outside field work in client homes or public meeting locations. Involves regular contact with the public, other staff and other agencies. Lifting requirement of 20 pounds on an occasional basis. Wrist and finger manipulation due to filing, compiling, calculating, or computer work. Equipment used will include computer, typewriter, calculator, telephone, copy/fax machine and others. There is some pressure associated with deadlines and dealing with individuals who may be emotionally charged. Exposures may include but not limited to, disagreeable odors, communicable diseases, bodily fluids, and difficult and challenging behaviors. Additional physical/mental requirements that occur may not be listed above, but are inherent in performing the position's essential functions.

Disclaimer:

This description is intended to describe the kinds of tasks and levels of work difficulty being performed by people assigned to this classification. The list of responsibilities is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Access to Not Public Data:

A county employee in this position may encounter Not Public Data as defined by Minnesota or federal law in the course of the job duties. Any access to Not Public Data should be strictly limited to accessing the data that is necessary to fulfill the defined job duties. While data is being accessed, the employee should take reasonable measures to ensure the Not Public Data is not accessed by unauthorized individuals. Once the work reason to access the data is reasonably finished, the employee must properly store the Not Public Data according to the applicable provisions of Mower County employee policies and Minnesota or federal law. All employees are expected to become familiar with and comply with the requirements of the County's Data Practices and Data Security Policies and a breach of these policies may lead to disciplinary action against the employee.



Employee Signature _____ Print Name _____ Date _____

Classification History:	
Date:	Comments:
May 2019	