



MOWER COUNTY

Social Services Supervisor

Reports to: Health and Human Services Director	Supervises: Social Services Staff
Department: Health and Human Services	Bargaining Unit: Non-union
Salary Grade: 13	Fair Labor Standards Act Status: Exempt

Position Overview

The Social Services Supervisor is responsible for planning, developing, implementing and supervising all social services programs under the direction of the Health and Human Services Director. Duties include administering and supervising social services programs; interpreting rules, regulations, and guidelines relative to social services and ensuring agency policies, procedures, and practices are compliant; supervising and training staff working in social service program areas; and coordinating of the delivery of social services programs and services to citizens in accordance with federal, state and agency standards.

Essential Job Functions

- 1) Assists in hiring and orienting new Lead Workers, Social Workers, Family Facilitators, paraprofessional staff, and office support personnel assigned to the Social Services Unit. 10%**
 - a) Assists in the selection process consistent with rules, laws, and agency policies.
 - b) Selects candidates based on objective job-related criteria and qualifications. Documents the selection process for recordkeeping purposes.
 - c) Provides new unit staff and/or staff working closely with public health/long term care functions with adequate program training and training on agency policies/procedures.

- 2) Provides leadership and supervision to Lead Workers and unit employees. 40%**
 - a) Staff direction/oversight
 - Translates statutes, rules, regulations, program criteria, bulletins, policies and procedures into useful operational guidelines for assigned staff.
 - Routinely checks in with unit and family collaborative staff to review workloads, department efficiencies, and timeframes for work

accomplishment; is available to staff bringing forward concerns/questions regarding these items.

- Communicates expectations of staff in clear, unambiguous and concrete terms.
- Communicates regularly with the Health and Human Services Director and Community Health Manager regarding program updates and workloads.
- Reviews/approves staff work schedules, time off requests, and timecards for payroll purposes.
- Attends weekly/monthly staff meetings and may conduct meetings in the absence of the lead worker. Participates through offering guidance and expertise; making supervisory decisions as necessary.
- Attends assigned social services advisory committee meetings and presents information to the group regarding social services programs as directed.

b) Staff training

- Trains unit and family collaborative staff in appropriate service delivery.
- Ensures individual training requirements for all assigned staff are complete and current.
- Reviews and recommends approval or denial of staff requests to attend external training sessions.
- Assigns unit and family collaborative staff to required training sessions that are available through local resources and/or Minnesota Department of Human Services.

c) Evaluation of staff performance

- Conducts performance evaluations in accordance with policy and provides appropriate supporting documentation as necessary. Submits performance evaluations to the Health and Human Services Director for review prior to issuing evaluations to assigned staff.
- Documents staff performance; recommending appropriate action for recognition, rewards, correction, and/or disciplinary action.
- Participates and/or leads investigative and disciplinary meetings for assigned employees as requested.
- Promptly relays unit staff performance issues to the Health and Human Services Director and/or to the Human Resources Director for discussion and consideration prior to initiating action.

3) Ensures delivery of Social Services in accordance with federal, state and local guidelines. 40%

- a) Supervises the delivery of all Social Services programs and services areas to include, child protective services, adult protective services, child and adult mental health case management, developmental disabilities case management, foster care, day care, family-based services, family collaborative services, waiver management and contracted social services programs. Ensures compliance with applicable standards and program requirements set forth by statutes and governing agencies.
- Reviews case and service plans to assure standards and appropriateness of plans.

- Monitors cases and assists staff in the interpretation of program or departmental guidelines, rules, or procedures.
 - Consults with staff concerning plans and signs off on all cases involving the allocation of County resources and/or expenditures.
 - Reviews and completes determination on cases involving out of home placements.
 - Considers and investigates concerns or grievances brought forward by staff and/or clients. Issues a resolution/determination(s) and communicates/advises affected parties, as appropriate.
 - Monitors and measures performance outcomes in the provision of client services.
- b) Assists in the preparation of the department budget.
- Projects future service levels and social services unit needs.
 - Recommends budget amounts for unit specific line items.
 - Monitors social services expenditures and keeps the Health and Human Services Director apprised of budget deviations.
- c) Provides assistance in obtaining and managing available state and federal grants/waiver funding. Maintains a current knowledge of federal and state grant/waiver programs available to the County and of the program(s) compliance standards.
- d) Assists in writing and developing the department's Vulnerable Children and Adult Act social service plan. Recommends service needs, trends, and issues impacting the delivery of social services in the County to the Health and Human Services Director.
- e) Coordinates the preparation of reports, program materials, and other documents necessary for grant and waiver programs, Department of Human Services, County management/administration and/or governing boards.
- f) Provides leadership in departmental strategic planning and continuous quality improvement processes. Collaborates with the Health and Human Services Director to coordinate County participation in outcome-based performance measurement standards established at the federal and state level.

4) Conducts Community Outreach. 10%

- a) Participates in internal and external groups, meetings, committees as assigned.
- b) Presents information at community education/outreach programs.
- c) Serves in a Social Services leadership role within the structure of the Child Welfare Disaster Preparedness Plan.
- d) Coordinates student internship and practicum experiences.

Minimum Job Requirements

Education/Licensure Requirements

Bachelor's degree in human services, sociology, social work, or related field and at least four years of experience in social work; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Previous supervisory experience and/or

previous work experience in county social services is strongly preferred. A valid driver's license or evidence of equivalent mobility is required.

Knowledge/Skills/Ability Requirements (upon entry)

- Considerable knowledge of the principles, techniques, and practices of social work and social work supervision including, but not limited to, social problems, their causes, and means of remediation; human growth and development; dynamics of interpersonal relationships; family dynamics; and communication techniques with diverse individuals and groups of individuals.
- Considerable knowledge of social services/human services administration.
- Considerable knowledge of the current trends in the human services delivery system.
- Considerable knowledge of available public and private community and social services resources and their functions.
- Knowledge of state and federal social welfare laws, rules, regulations and statutes.
- Knowledge of the state social services/human services programs.
- Knowledge of HIPAA and Data Privacy laws.
- Knowledge of training and supervisory techniques.
- Skills in presenting information and training staff.
- Skills in organizing information into a meaningful format.
- Skills in prioritizing work tasks and working under deadlines.
- Skills in coaching, leading, evaluating, and conducting investigative/disciplinary meetings with employees.
- Ability to organize effective social services programs within the unit.
- Ability to apply principles of the social services spectrum to communities, families, children and adults.
- Ability to apply supervisory techniques in accordance with county and departmental policy and procedure.
- Ability to establish and maintain cooperative relationships with agency staff, representatives of other agencies, clients and the general public.
- Ability to evaluate the efficiencies and effectiveness in the delivery of human services programs.
- Ability/experience in applying principles of quality assurance/quality improvement and performance based outcomes.
- Ability to direct, teach, supervise and evaluate social services unit staff.
- Ability to communicate effectively, both orally and in writing.
- Ability to do logical, creative thinking and to make independent decisions.

Working Conditions

The physical demands described below are representative of those that must be met in order to successfully complete essential job functions. In compliance with the Americans with Disabilities Act, reasonable accommodations will be considered.

<i>Employee is required to</i>	<i>Infrequent/ Never</i>	<i>Occasional (1-33%)</i>	<i>Frequent (34-66%)</i>	<i>Continuous (67-100%)</i>
Lift/carry up to 10 lbs		✓		
Lift/carry up to 25 lbs	✓			
Lift/carry up to 50 lbs	✓			
Lift/carry over 50 lbs	✓			
Stand/walk		✓		
Sit			✓	
Kneel/squat/climb	✓			
Twist/bend		✓		
Drive		✓		
Reach above shoulder level	✓			
Oral communication (speaking and/or hearing)				✓
Hand Dexterity (keyboarding, use of tools, grasp, pinching)				✓

Hazardous Working Conditions: Incumbents may be subjected to disgruntled public and travel.

FOR NEW HIRES/EMPLOYEE SIGNATURE ONLY

I have read and understand the information contained within the job description.	
_____	_____
Employee Printed Name	Employee Signature

Date	

Created: July 2012
Last Revision: n/a