



SOCIAL WORKER SUPERVISOR I

CLASSIFICATION

DEFINITION

Under general direction, ~~the Social Worker Supervisor I~~ plans, organizes, and supervises social service and employment staff engaged in providing information and referral services, ~~adult protective services, in-home supportive services, home placement services, child protective services, emergency response services and/or employment services; performs other related work~~ Adult Protective Services, In-Home Supportive Services, Child Protective Services, and/or Employment Services; and performs related duties as assigned.

~~Social Worker Supervisor I is the first supervisory level in the series. Social Worker Supervisor I differs from the next lower classification of Social Worker IV in that the former is the first line supervisor. Social Worker Supervisor I differs from Social Worker Supervisor II in that the latter is at the second supervisory level and requires a Master's degree.~~

SUPERVISION RECEIVED AND EXERCISED ~~AND RECEIVED~~

~~Incumbents in the Social Worker Supervisor I classification generally receive direction from a Program Manager or other management level classification. A Social Worker Supervisor I, supervises a variety of Social Workers, clerical and technical staff, but does not supervise employees in positions that require a master's degree~~

Receives general direction from assigned management personnel. Exercises supervision over subordinate professional, technical, and administrative support staff; however, pursuant to California Department of Social Services (CDSS) Manual of Policy and Procedures (MPP) Division 31 regulations (31.070), does not supervise employees in positions that require a master's degree.

CLASS CHARACTERISTICS

This is the full supervisory-level classification in the Social Worker class series responsible for planning, organizing, supervising, reviewing, and evaluating the work of non-master's prepared Social Workers. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

This class is distinguished from Social Worker IV in that the former is the first line supervisor.

This class is further distinguished from Social Worker Supervisor II in that the latter is the first level supervisor over master's prepared Social Workers IV's.

EXAMPLES OF TYPICAL DUTIES/JOB FUNCTIONS (Illustrative Only)

~~Duties may include, but are not limited to, the following:~~

- Plans, organizes, assigns, supervises, coaches, mentors, and reviews the work of employees engaged assigned staff responsible for providing social work services.

Merit System Services

- ~~Assists in the delivery~~ development and implementation of procedures for employment and social services; consults with and guides social workers in providing counseling, support and guidance ~~training and, depending on assignment, public assistance programs.~~
- Supervises the work of staff; selects, trains, motivates, and directs personnel; evaluates and reviews work for acceptability and conformance with department standards; prepares and delivers performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns; works with department management and staff to clients with complex or specialized needs; may be required to work or supervise on-call build and maintain a high performing team environment.
- Reviews and approves forms, applications, court reports, placements, reports of abuse, and other documents to verify information or determine proper course of action; reassesses and modifies case plans.
- Reviews and approves reports of abuse; suggests or approves placements; may provide information to law enforcement or district attorneys; may testify in court; supports witnesses and victims who must testify in court.
- Documents and addresses clients' concerns and complaints.
 - ~~Selects, trains, evaluates, and disciplines subordinate staff~~
- Discusses or interprets regulations, rules, policies, and programs to clients, applicants, staff, and the general public.
- Assists and participates in the development of in-service staff development programs.
- Facilitates communication between staff and management; communicates department expectations and activities, policy changes, and regulatory changes; evaluates and recommends service delivery improvements.
- Authorizes the provision of social and employment services through the department, provides services, and makes referrals to other agency staff and community agencies.
- Provides social services for sensitive or confidential cases, in the absence of assigned social workers or to meet workload demands.
- Participates or intercedes in interviews to defuse hostile or angry clients; obtains information on personal issues in difficult or emotional situations; explains decisions or recommendations to clients and family members.
 - ~~Establishes and maintains effective working relationships and trust with staff, clients, family members, community organizations and the public; collaborates with service providers; facilitates a work environment favoring teamwork, collaboration and mutual respect~~
- Provides peer support for ~~coworkers~~ co-workers facing case related stress.
- Develops and prepares court reports, case plans, case narratives, and safety plans in automated computer systems.
- Enters and retrieves data and narratives from automated computer systems.
- Maintains written chronological narrative reflecting personal or other contacts with the client and reasons for ~~the social worker's~~ a Social Worker's actions; prepares and maintains case records and databases; communicates decisions, timelines, recommendations, and case plans to clients, families, and service providers.
 - ~~Enters and retrieves information from an automated computer system; researches information using the Internet and computer resources~~
- Receives, approves, and prepares correspondence and reports.
- Ensures all services are delivered in a respectful, culturally sensitive, and appropriate manner, and in conformance with agency, state, and federal requirements.

- ~~Maintains confidential information in accordance with legal standards and/or County regulations; performs~~ Performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
 - ~~In small agencies, may be responsible for social workers involved in the provision of the full range of social services including advanced services~~
- Performs related duties as assigned.

QUALIFICATIONS EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership, supervision, training, mentoring, motivating, casework consultation, and peer counseling.
 - ~~Principles and practices of organization, workload management, and time management~~
 - ~~Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling~~
- Advanced principles of public assistance policies and programs.
- Socioeconomic conditions, trends, social research methods, and current problems and methodology in the field of public social services.
- Advanced principles of individual and group behavior.
- Functions of public social services agencies and the principles of public social service administration.
- Principles, methods, and resources in the fields of public health, mental health, education, employment, corrections, and rehabilitation as they relate to public social services.
- Casework concepts, ~~techniques of~~ interviewing techniques, and ~~record keeping in~~ principles and practices of social casework note taking, report writing, and recordkeeping.
- Laws Applicable laws, rules, and regulations governing the operation of public social services agencies and the role and responsibilities of a social worker.
- Medical, legal, economic, and social management needs of individuals and families ~~with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.~~
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior, and mental health services and treatments utilized by clients.
- Signs Advanced knowledge of the signs, stages, and dynamics of abuse, neglect, and ~~the effects of abuse~~ exploitation on child/adult human development and behavior.
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families.
- Standards for maintaining clients safely in the home; options for placement; effects of removing clients from unsafe situations.
- Principles and methodologies of research, analysis, problem solving, and decision making.
- Principles and practices of organization, workload management, and time management.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

Merit System Services

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
 - ~~Computers, and software, and Internet research~~
- Resources available in the community for referral or utilization in employment or social service— programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.
 - ~~Principles, methods, and resources in the field of public health, mental health, education, corrections and rehabilitation as they relate to public social services~~

Ability to:

- ~~Exercise sound judgment when organizing, directing, and prioritizing unit activities.~~
- ~~Select, train, coach, supervise, evaluate, and discipline subordinate staff~~
- Supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Mentor, counsel, and collaborate with staff ~~and~~; foster an environment of teamwork, mutual respect, and professionalism; respect cultural differences.
- Classify case problems and evaluate the effectiveness of effort in solving problems.
- Apply effective interpersonal and interviewing skills.
 - ~~Develop and maintain effective working relationships with agency staff, clients, and outside organizations~~
 - ~~Present oral and written reports concisely and clearly~~
 - ~~Analyze a situation accurately and adopt an effective course of action~~
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Recognize signs of abuse, neglect, and exploitation for children, ~~the elderly~~ and/or older and dependent adults; assess risk factors and potential dangers to clients.
 - ~~Act effectively in stressful situations~~
- Interact professionally and respectfully with clients, including difficult, hostile, or distressed clients; act effectively in stressful situations.
 - ~~Respect cultural differences~~
 - ~~Use computers and related software~~
- ~~MINIMUM~~ Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS (Education and/or Experience):

Pattern 1:

Three (3) years of full-time experience performing journey-level social work case management duties* ~~in a~~ equivalent to the County's class of Social Worker II classification in an Interagency Merit System (IMS) county;

(Substitution: One year of graduate work in social work or counseling may substitute for one year of the required experience.)

OR

Pattern 2:

One (1) year of full-time experience performing advanced journey-level social work case management duties ~~in a~~ equivalent to the County's class of Social Worker III classification in an Interagency Merit System (IMS) county.

OR

~~Pattern 3: Four (4) years of full time experience performing social work case management duties.~~

~~*Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.~~

DRIVER LICENSE REQUIREMENT

~~Some positions in this classification may require possession of~~
Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California ~~driver's~~ Nevada Driver's License. ~~Employees who drive on County business~~ and a satisfactory driving record.

PHYSICAL DEMANDS

~~Must possess mobility to carry out job related duties must possess a valid California driver's license for the class of work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle driven to visit various County and meet automobile insurability requirements of meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the County. Eligibility for employment for those who do not meet this requirement due to disability telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull~~

drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be reviewed made for individuals on a case-by-case basis by the appointing authority.

History

Date Established: 3/21/14

Date Revised: 1/17/14

Date Revised: 10/12/16 – Supervision exercised updated

Date Revised: 3/13/17 – add on-call language

ENVIRONMENTAL CONDITIONS

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions and partially in the field when conducting home visits. As such, employees may have occasional exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, and direct exposure to hazardous physical conditions. Employees may be subject to clients or members of the public afflicted with behavioral disorders or who are under emotionally stressful conditions. Employees may interact with upset individuals connected with the client, staff, and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work evenings, weekends, holidays, and on-call. Performs job duties under stressful conditions and emergency situations.