



## **SOCIAL WORKER SUPERVISOR I**

### **DEFINITION**

Under general direction, plans, organizes, and supervises social service and employment staff engaged in providing information and referral services, Adult Protective Services, In-Home Supportive Services, Child Protective Services, and/or Employment Services; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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 JOB FUNCTIONS (Illustrative Only)**

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff responsible for providing social work services.
- Assists in the development and implementation of procedures for employment and 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 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.
- 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.
- Provides peer support for 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 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.
- 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.
- Performs all duties in conformance with the National Association of Social Workers Code of Ethics.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **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.
- 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, interviewing techniques, and principles and practices of social casework note taking, report writing, and recordkeeping.
- 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.
- 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.
- Advanced knowledge of the signs, stages, and dynamics of abuse, neglect, and exploitation on human development.
- 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.
- 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 programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- 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; 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.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Recognize signs of abuse, neglect, and exploitation for children, and/or older and dependent adults; assess risk factors and potential dangers to clients.
- Interact professionally and respectfully with clients, including difficult, hostile, or distressed clients; act effectively in stressful situations.
- 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.

**Education and Experience:**

Three (3) years of full-time experience performing journey-level social work case management duties equivalent to the County's class of Social Worker II;

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

OR

One (1) year of full-time experience performing advanced journey-level social work case management duties equivalent to the County's class of Social Worker III.

**Licenses and Certifications:**

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the 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 made for individuals on a case-by-case basis.

**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.