

SOCIAL SERVICES SUPERVISOR II

DEFINITION

Under general direction, the Social Worker Supervisor II plans, organizes, and directs the work of social service staff providing the most advanced social services; and performs other related work as assigned.

Social Worker Supervisor II requires a Master's degree. Incumbents supervise a unit of caseworkers in specific programs identified as having a high proportion of complex and sensitive casework needs and are usually assigned to programs or staff positions that require extensive casework knowledge.

DISTINGUISHING CHARACTERISTICS

Under general direction, plans, organizes, directs and supervises the work of Social Service's staff providing the most advanced social services; develop community resources; represent the County's Social Services department with community organization and agencies; and do related work as required.

This is a supervisory level classification for overseeing the work of social workers providing the most advanced social services. Incumbents are responsible for assigning work and monitoring performance of staff. They may also manage service programs such as Adult and/or Children's Services. Incumbents may carry a caseload of the most difficult cases. This classification is also distinguished by possession of professional credentials

REPORTS TO

Social Services Director or Program Manager / Assistant Director

CLASSIFICATIONS DIRECTLY SUPERVISED

Social Worker I, II, III, Senior Social Worker

SOCIAL SERVICES SUPERVISOR II – 2

EXAMPLES OF DUTIES:

- Plans, assigns, directs, mentors, coaches and reviews the work of employees providing the most advanced or complex casework such as adoptions and protective services.
- Consults with and guides social workers in providing counseling, support, and guidance to clients with complex or specialized needs.
- 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.
- May testify in court; supports witnesses and victims who must testify in court. Selects, trains, evaluates, and disciplines subordinate staff.
- Documents and addresses clients' concerns and complaints.
- Assists in the development of community resources for all programs.
- Assists and participates in the development of in-service training and staff development programs.
- Evaluates the effectiveness of policies and procedures.
- Represents the social services department at conferences and addresses community groups.
- Discusses or interprets regulations, rules, policies, and programs to clients, applicants, staff and the general public.
- Facilitates communication between staff and management; communicates department expectations and activities, policy changes, and regulatory changes; evaluates and recommends service delivery improvements.
- 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 facing case related stress.
- Maintains written chronological narrative reflecting personal or other contacts with the client and reasons for the social worker's actions; prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- May direct research studies and prepare reports.
- Enters and retrieves information from an automated computer system; researches information using the Internet and computer resources.
- Develops and prepares court reports, case plans, case narratives and safety plans in automated computer systems.

SOCIAL WORKER SUPERVISORS II – 3

EXAMPLES OF DUTIES - continued

- Authorizes the provision of social and employment services through the department, provides services, and makes referrals to other agency staff and community agencies. 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 all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Performs related duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods, frequently stand and walk; make home visits outside the office; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communications; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Principles and practices of 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.
- Functions of public social services agencies and the principles of public social service administration.
- Social research methods.
- 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.

SOCIAL WORKER SUPERVISORS II – 4

Knowledge of – continued:

- 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, stages and dynamics of abuse, and the effects of abuse on child/adult 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, methods, and resources in the field of public health, mental hygiene, education, correction and rehabilitation as they relate to public social service.
- Techniques of supervision, training, and casework consultation. Computers, software and Internet research.
- Principles of community organization.
- Resources available in the community for referral or utilization in employment or social service programs.

Ability to:

- Exercise sound judgment when organizing, directing, and prioritizing unit activities.
- Select, train, coach, supervise, evaluate, and discipline subordinate staff. Mentor, counsel, and collaborate with staff and foster an environment of teamwork, mutual respect and professionalism.
- 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.
- Make oral and written presentations clearly and concisely.
- 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 for children, elderly and dependent adults; assess risk factors and potential dangers to clients.

SOCIAL WORKER SUPERVISORS II – 5

Ability to – continued:

- Act effectively in stressful situations.
Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Use computers and related software packages.

Training and Experience:

Qualifications for this position are:

Two (2) years of full-time experience performing duties of the Social Worker III in an Interagency Merit System (IMS) county; AND A Master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.*

OR

One (1) year of full-time experience performing duties of the Social Worker IV classification in an Interagency Merit System (IMS) county; AND A Master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.*

OR

Four (4) years of full-time experience performing social work case management duties;** AND A Master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.*

*Qualifying Master's degrees include: Marriage and Family Therapy, Clinical Counseling, Mental Health Counseling, Addiction Counseling, Gerontology and Counseling Psychology. Completion of all of the requirements for a Marriage and Family Therapy (MFT) license program may be substituted upon submission of verifying proof.

**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.

SOCIAL WORKER SUPERVISORS II – 6

Special Requirements: Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.