

SOCIAL SERVICE SUPERVISOR II

Definition:

Under general direction, manage, plan, organize and supervise the work of a team of Social Service Workers, or be responsible for a unit.

Distinguishing Characteristics

Social Service Supervisor II is the second level in the flexible classification series of Social Service Supervisor I/II. The distinguishing characteristic between Social Service Supervisor I and II is that the latter classification has attained a Master's degree in Social Work or other designated areas (see employment standards) and will be assigned to a position requiring skills commensurate with level of education attained. Incumbents function as supervisors for staff engaged in comprehensive social services to individuals and families, promoting self-sufficiency and safety. Social Service Supervisor II will supervise staff that performs overall case management and assessments, making appropriate referrals for identified services, such as drug and alcohol counseling, transportation, childcare, etc.

Essential Functions:

- Assigns, monitors, and controls work to ensure that standards of performance are maintained.
- Confers with caseworkers on problems and reviews the quality and quantity of casework; instructs staff on the proper handling of work issues.
- Holds team and individual conferences with staff members to discuss and interpret departmental rules, regulations, and policies.
- Prepares performance evaluations and handles disciplinary matters for subordinates (direct report employees); keeps detailed records of factors pertaining to employee performance.
- Makes recommendations regarding hiring, promotions, salary increases, disciplinary actions, and/or terminations.
- Responds to inquiries from the public or from other agencies regarding available programs and services; handles complaints from citizens or other agencies concerning alleged actions of subordinates.
- Evaluates staff development needs and makes recommendations for training; personally conducts training sessions for subordinates or other agency staff; teaches and coaches subordinates individually, as required, to assist them in meeting performance goals.
- Confers with department management to discuss policies, procedures, staff, equipment, etc.
- Participates in departmental staff meetings and training sessions to keep abreast of changing policies, regulations, and procedures.
- Prepares written procedures to assist subordinates in performing job duties.
- Evaluates the effectiveness of policies and procedures.
- Performs special projects as assigned.
- Makes presentations to community groups to promote the program.
- Develops and maintains relationships with community partners.
- Oversees field placement of interns in graduate programs.
- Maintains records, prepares reports, inputs data and retrieves information from case management computer systems.
- Carries cases as necessary.

- Applies advanced social work theory and knowledge to include appropriate intervention.
- May oversee field placement of interns in graduate programs.
- May maintain a caseload and make home calls as necessary.
- May apply advanced social work theory and knowledge to include appropriate intervention.
- May conduct therapeutic counseling for clients.
- May supervise implementation of specialized education programs for families.
- May provide clinical supervision for Master's of Social Work or Marital Family Therapy Interns accruing hours toward licensure (Board of Behavioral Science and Examiners).
- May supervise Social Service Workers IV and V.
- May supervise and manage specialized programs with distinct funding sources.
- Performs other job-related duties as required.

Employment Standards:

Completion of a Master's degree, from an accredited college or university, in Social Work, or a Master's degree in a Counseling program emphasizing Marriage, Family and Child Counseling, or Marriage and Family Therapy, Gerontology, Clinical Psychology, Sociology, Criminal Justice, or closely related social service discipline is permitted with the following stipulation:

1. The Master's degree program included an internship or supervised fieldwork; OR
 - a. For employment in the Kern County Department of Human Services: two (2) years of experience as a Social Services Supervisor I in the Kern County Department of Human Services Child Protective Services Bureau
 - b. For employment in the Kern County Department of Public Health: two (2) years of experience as a Social Service Supervisor I in the Transitional Case Management Program.

AND

2. Three (3) years of child welfare social service work experience or experience with the elderly and/or disabled in a public, private or non-profit social services agency; or three (3) years of social service work experience in the State correctional system, or three (3) years of social service work experience in employment services, or three (3) years any combination thereof.

Qualifying case management/work experience must include: responsibility for a caseload; development of service/care treatment plans; monitoring compliance through home calls, field calls and other personal contact; modification of service/care treatment plans as needed/required; and authority to impose/recommend sanctions for non-compliance, impacting benefits or services.

Possession of a valid Class C California driver's license is required. Incumbents must have the ability to travel to designated locations.

Appointees are subject to fingerprinting for the purpose of a criminal record check, as authorized by Section 16501 of the California Welfare and Institutions Code and Section 11105.3 of the California Penal Code, or higher level of background check as required by Department/Program.

Additional Requirements: Some departments may require additional experience:

- A minimum of one (1) year administrative experience in health or human services.
- A minimum of one (1) additional year of Child Welfare Services crisis intervention, court-related activities including, but not limited to, Emergency Response, Adoptions or Court Intake as a Social Service Worker III, IV or V.

Knowledge of: County policies and procedures regarding personnel and disciplinary matters; current supervisory practices; socioeconomic factors affecting employability; principles of individual and group behavior; program benefits and requirements; services and resources provided through other governmental agencies and community-based organizations; effective public speaking and public relations methods; techniques in interviewing and documentation; laws, rules, and regulations governing the operations of the public welfare agency on the federal, state, and local level; performing in a leadership role and motivating subordinates.

Ability to: Establish priorities and organize work accordingly; instruct and advise subordinates on all phases of work performance; delegate responsibilities and authority to subordinates; effectively discipline subordinates; communicate effectively both verbally and in writing; work effectively with representatives from other agencies with related goals; prepare and deliver effective presentations; read, understand, and implement legal requirements and departmental guidelines; safeguard confidentiality; develop employees to their maximum abilities; analyze situations accurately and adopt an effective course of action.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.