

SOCIAL WORK SUPERVISOR III – Child Protective Services

- I. This position is responsible for providing supervision and leadership to the child protective services unit. The social workers in the unit are responsible for investigations of child protective services reports, intake, and in-home services.

II. A. OPERATIONAL RESPONSIBILITIES: Percentage of time: 80%

The work will include planning for both short-term and long-term goals designed to promote or design appropriate programs and techniques to meet the social needs of the community. This position will establish workload standards, delegate responsibility, and establish reasonable time standards for completion of work.

In order to assure coordination of resources, this position will oversee staff activities and monitor case assignments and services. To increase effectiveness and efficiency in the provision and delivery of services, this position will develop performance standards and make any needed changes to accommodate the needs of clients. Supervisor will develop internal agency communications, set priorities for the work-group, develop schedules, maintain controls, define and coordinate activities. Work will include planning and conducting supervisory conferences with staff to interpret local, state, or federal regulations and policies that govern the programs. Supervisor will develop and propose new policies, prepare grant proposals, and monitor the implementation of new programs and policies.

Work assignments should be clearly explained with specifications and deadlines established. Must make certain that work activities are coordinated and that there is no duplication of effort among staff.

This position organizes and directs the work of seven of the children's social work staff, and must, therefore, be knowledgeable in all children's program areas. This position will coordinate activities with the Social Work Supervisor III who supervises foster care.

Worker will review eligibility and report forms to insure that all pertinent information is gathered and recorded. Will assure that rules and regulations, and policies, are being carried out, that clients are being properly and fairly treated; that staff are given necessary information and training to do their jobs, and that relationships among staff and co-workers are positive and helpful. Of utmost importance, especially in the area of children's protective services, is to see that all time and policy standards are met with regard to handling abuse/neglect reports. Will supervise in home services, social workers and program.

Will conduct both individual and group conferences on a weekly basis. Will staff difficult cases, participate in review team meetings, adoption meetings and Multiple Response System staffing.

Will monitor case records, noting particularly verifications, documentation, accuracy, and clarity of reports and other written materials completed by the workers. Will consult with Regional Children Program Consultant. Will serve as liaison between staff and departmental, county, and state officials, and will promote coordination and cooperation with agencies and local officials. Will attend both regional and state training sessions, and will provide in-house training to staff. Position may occasionally carry a specialized case load incidental to supervisory responsibilities, will interview special clients, members of their families, and assist with unusually complex cases as necessary.

This position will also assist the agency director in preparing the annual Social Services fiscal year budget, by providing present and projected caseloads, estimates, and staffing needs. Will also give input with regard to such factors as training needs, travel, and equipment particular to the social work unit. May also function as Director Designee if approved by the DSS Board.

Will perform duties as assigned by the County Manager or his designees during a State of Emergency or other disaster. Also perform other duties as requested by agency Director.

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B. PERSONNEL RESPONSIBILITIES

Percentage of time: 20%

This position is responsible for all of the training for the children's service workers in each of the services provided by the county. Training can be either formal or informal, and is provided when an individual begins employment, transfers to a new job, is assigned new duties within the unit, and when there are changes in policies, procedures, and programs. Training may also be needed if a social worker needs help to overcome performance deficiencies, or to maintain performance. Supervisor will also provide training when an employee has the potential to undertake more complex tasks, or is being prepared for a promotion.

Training on an as-needed basis will be conducted in order to review and explain manual materials, review County Letters, review and discuss case records, review reports and correspondence, and when policy interpretation is needed.

The supervisor is also responsible for counseling and disciplining employees. Therefore, the supervisor must recognize the importance of morale, and a good working environment. Must be able to mesh the agency's need for satisfactorily completed work with the worker's need to feel a sense of accomplishment and reward, and must recognize the various factors that motivate people. Must show sensitivity to the needs of the staff, and must offer counseling as needed. Must deal with problem situations promptly, and allow employees to freely express their concerns, and participate in any decision-making processes over which the local department has control.

Disciplinary action that includes giving written warnings, etc., will be done in consultation with the agency director.

The supervisor will review applications, choose candidates for interviews, interview, along with the agency director or another supervisor, and select the most qualified candidate during the recruitment process for new employees to the Children Services unit. The supervisor also will have the responsibility of appraising the performance of each social worker under her supervision. The agency utilizes a standard personnel evaluation form.

A new employee is evaluated at three-month, six-month, and twelve-month intervals. After that, employees are evaluated on a yearly basis. It is important that the supervisor keep in touch with how well the staff is carrying out their work, and where there might appear to be difficulties. The appraisal program also provides the supervisor with the opportunity to develop plans and improve quality and quantity of work. Must make certain that all employees understand their performance is evaluated by objective standards that are applicable to all workers in the agency.

The supervisor must observe the way the worker develops an assignment, whether he demonstrates initiative under leadership, whether his adaptability in dealing with various types of assignments is consistent, how he handles pressure, and how he manages his time and workload. Will also observe how staff get along with other people, how they handle authority and supervision. Will observe work habits, such as attendance and punctuality.

Supervisor is also responsible for assisting with shelter management and staffing the Emergency Operations Center. Will perform duties as assigned by the County Manager or his designees during a State of Emergency or other disaster. Will also perform other duties as requested by agency director.

C. EMPLOYEES SUPERVISED:

1. Social Worker I/AT - Child Protective Services - Investigative.
2. Social Worker I/AT - Child Protective Services - Investigative.
3. Social Worker I/AT – Child Protective Services – Investigative.
4. Social Worker I/AT – Child Protective Services - In Home Services
5. Social Worker III – Child Protective Services - Investigations
6. Social Worker III – Child Protective Services – In Home Services
7. Social Worker II-Intake – Child Protective Services, Adult Protective Services, General & Financial Intake

The supervisor is responsible for all child protective service assessments and investigations provided by the agency. She provides supervision for in home services and supervisory back up for foster care staff.

D. OTHER INFORMATION:

This position is responsible for services provided at all times. Rotates emergency call duty and backup supervision with other Social Work Supervisor III's.

Employees work at DSS, all areas of the county and frequently travel in the state for child placement.

III. OTHER WORK CHARACTERISTICS:

- A. With regard to work environment outside the agency, workers often have to make home visits to isolated areas and high crime areas, where the worker may have to face potentially hostile individuals. The supervisor may, on occasion, have to accompany a worker, and will, thus, also be placed in hazardous situations. The supervisor may also have to enter sub-standard or dilapidated housing to interview clients; or if not allowed to enter, must stand outside in the weather to talk with client.
- B. Machines, instruments, equipment and materials used are as follows:
- Personal Computer
 - Printer
 - Calculator
 - Dictation equipment
 - DVD
 - Camera
 - Cell Phone
 - Telephone
- C. Worker must keep records that are accurate and up-to-date. Must be proficient at keeping statistical data. Policies and Procedures and regulations are outlined for each service area, and the worker must abide by these regulations and see that services are provided in accordance with manual policy and applicable state laws.
- D. Physical effort is rarely needed. There might be instances where the worker has to move a child into foster care, and that might entail transferring personal effects such as toys, clothing, TV's, stereos, etc. This might also occur in making an adoptive home placement, or working with adults. However, the position requires intellectual and emotional stamina.
- E. Close visual attention might be required during monitoring and counseling process of working with clients and staff. Supervisor should be alert to physical indicator that might assist in making appropriate assessment. Close visual attention is required when supervisor is completing reports, statistics, and monitoring case records, and day sheets. Also required when reading reports and other information on computer and in going over correspondence.
- F. Intense mental concentration is needed when working with both Adult and Children's Protective Services cases, Foster Care cases and Adoption cases. Consultation with parents, suspected perpetrators, and, at times, other agencies, can be extremely intense.
- G. Supervisor is indirectly responsible, in some cases, for safeguarding other persons. This is true in working with child protective service cases, where individuals might be removed from their homes in order to prevent a re-occurrence of physical abuse or neglect, which could be physically harmful. The supervisor might be faced with dealing with irate clients, and, at times, may have to request assistance from law enforcement personnel to perform duties. Supervisor is also responsible for cautioning the staff in the use of seat belts and child safety seats.
- H. Office hours are from 8:00 a.m. to 5:00 p.m., with 1 hour for lunch. There is no rotation of shifts. This position is a back up for the on-call worker on a rotating basis with the Adult Services Supervisor and other Social Work Supervisor III. After-hours and weekend calls are handled through Central Communications. This is an exempt position.

IV . KNOWLEDGE, SKILLS, ABILITIES, EDUCATION AND EXPERIENCE REQUIREMENTS:

A. The supervisor must have the following:

Thorough knowledge of basic social work principles, techniques and practices and their general applications to specific casework problems and Children Services policy and the related North Carolina General statutes regarding Children Services.

Knowledge of community resources and services.

Knowledge of basic federal and state social services programs, and their purposes.

Knowledge of racial, ethnic, and cultural groups in society.

Knowledge of behavioral and socio-economic problems and their treatment.

Skill in listening to others with understanding and purpose.

Skill in eliciting information and assembling relevant facts to prepare case histories, assessments, and reports.

Skill in observing and interpreting verbal and non-verbal behavior.

Skill in discussing sensitive, emotional subjects in a non-threatening, supportive manner.

Ability to establish and maintain effective working relationships with subordinates, with members of caseload and their families, and with civic, medical, religious, and social organizations.

Ability to speak and write clearly.

Ability to interpret policy material.

Ability to organize and assign designated responsibilities and see that they are carried through.

Ability to take full responsibility for staff and act professionally.

Knowledge of State Personnel Act and disciplinary procedures.

B. MINIMUM EDUCATION AND EXPERIENCE:

Master's degree in social work from an appropriately accredited institution and two years of directly related experience; or a bachelor's degree in social work from an appropriately accredited institution and three years of directly related experience; or a master's degree in a human services field from an appropriately accredited institution and three years of directly related experience; or a bachelor's degree in a human services field from an appropriately accredited institution and four years of directly related experience; or a bachelor's degree from an appropriately accredited institution and five years of directly related experience; or an equivalent combination of education and experience.