



SOCIAL SERVICE SUPERVISOR

Department: Human Services
Job Class #: 303500
Pay Range: Professional 09

FLSA: Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: The Social Service Supervisor has supervisory responsibility for services provided by a sub-division of the Human Services Department. In coordination with the Social Service Administrative Manager incumbents are responsible for program planning, development and implementation; budget monitoring; staff supervision; and oversight of the sub-division's interaction with the community, provider agencies, and the clients served. The Social Service Supervisor is responsible for providing administrative support to and coordination of citizen's advisory boards, which serve as an advisory council to the Department, the County Executive, and the County Council.

SERIES CONCEPT: The classification is designed to have overall responsibility for multiple services within a department sub-division and is distinguished from the Social Service Specialist series by having supervision and oversight of program development and planning.

ESSENTIAL FUNCTIONS:

All Social Service Supervisors

- Oversee and supervise the programs contracted for or directly provided by a specific sub-division of the Human Services Department.
- Recommend sub-division plans, objectives, goals and strategies. Determine appropriate implementation and monitor progress.
- Recommend, develop and implement new services. Develop innovative strategies that link services as a continuum of care for clients.
- Supervise the coordination and recruitment of citizen groups, service agencies and other organizations involved in the planning process.
- Supervise and coordinate activities of a designated unit; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- Investigate grievances involving subordinates and recommend resolution; recommend promotional and disciplinary actions; approve leave requests, and overtime; assure adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- Participate in recruitment, interviewing and hiring of staff.
- Identify training needs and coordinate appropriate training for staff
- Monitor budget.
- Responsible for development and implementation of Best Practices and other effective practices with providers.
- Estimate service targets and continuously monitor quantifiable performance measurements for service delivery.
- Recommend budget requirements regarding existing and new services.

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ESSENTIAL FUNCTIONS:

All Social Service Supervisors Continued

- Pursue grants and funding opportunities.
- Coordinate service delivery within other divisions in Human Services.
- Mediate and resolve complaints related to service delivery.
- Assist the Social Service Administrative Manager in representing the sub-division to elected officials and outside agencies; explain and justify programs, policies and activities; negotiate and resolve sensitive, significant and controversial issues.
- Assist the Social Service Administrative Manager in developing the department's strategic plan.
- Use and recommend appropriate data systems.
- Interpret detailed federal, state or local regulations to ensure compliance, which includes developing reporting systems to monitor programs, contracts, and budgets. Compile and analyze data to determine needs, make recommendations and evaluate programs.
- Maintain effective communication with county departments and staff to facilitate and ensure adherence to policies and procedures.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends and holidays.

In - Direct Social Service Supervisor Only

- Identify and monitor service delivery and performance of providers.
- Supervise the negotiation of provider contract services and outcomes; site review process, development of evaluation protocols for services and provide input to program monitoring staff concerning quality of contracted service providers
- Supervise the RFP/RFQ and contracting process.
- Coordinate citizen groups, service agencies, advisory boards and other organizations involved in the planning process.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under the direction of a Social Service Administrative Manager, however incumbents are expected to exercise independent judgment and make decisions within established policies and procedures. Work is reviewed in progress and upon completion by the administrative supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures. This position is responsible for the direct supervision of subordinates.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Social Service Supervisor works in an office environment on a daily basis. Travel to various work sites and/or meeting locations is required. Work is generally completed on a regularly scheduled basis, however, attendance at

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WORK ENVIRONMENT continued:

meetings or completion work outside of normal scheduled hours is required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Finger dexterity to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel to attend meetings away from regular work site may be required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of effective supervision.
- Public administration and community education.
- Applicable federal, state and local laws, rules, policies and procedures.
- Principles and practices of social service planning, coordination, contracting, budget and grant preparation, monitoring and evaluation.
- Social and health care resources available within the community.
- Principles and practices of management and personnel administration.
- Contract development and implementation
- Legislative issues impacting social services related programs.
- Case management practices and procedures.

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Grant, project and program management, development and implementation
- Budget development.
- Providing consultation, monitoring and management of a variety people and agencies.
- Training staff and providing community education.
- Use and operation of personal computer, job-related computer programs such as Word, Excel, and Power Point, and other office equipment.

Ability to:

- Analyze situations quickly and objectively and determine a proper course of action; use appropriate independent judgment to make decisions of a technical and supervisory nature in support of Division/Department/County goals and objectives.
- Write and manage contracts and grants.
- Manage project and program development and implementation
- Apply federal and state laws and regulations within the scope of this work
- Supervise, evaluate, train and discipline subordinates
- Plan, assign and coordinate the activities and duties of subordinates
- Develop culturally diverse services.
- Interpret, develop and implement policies and guidelines for sub-division purposes and for providers.
- Develop budgets.

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KNOWLEDGE, SKILLS, AND ABILITIES

Ability to: (continued)

- Manage, monitor and provide direction to a variety of people and agencies.
- Lead meetings, facilitate work groups and represent department/division management and leadership.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: Graduation from a four year college or university with a Bachelor's degree in public or business administration or social work, and four or more years of progressively responsible work experience that demonstrates the ability to perform the essential functions of the position with at least one year in a supervisory capacity required. Positions in specific program areas may require program-related experience, education and/or training. Any combination of education and experience may substitute for the minimum requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Successful completion of a Pierce County background investigation is required prior to employment. Must possess a valid Washington State Driver's license, or the ability to obtain the license within 30 days of employment, or otherwise meet the travel requirements of the position.