

## SOCIAL WORK SUPERVISOR II

Work in this class involves the supervision of a staff of Social Workers who provide direct services to clients. Work supervised is predominately at the level of Social Worker II and/or Human Services Coordinator II and requires providing considerable guidance to staff in case consultation. Employees assign cases to subordinates, coordinate work flow operations, and supervise staff through case review and consultation. Employees are responsible for staff training, resolving problems and ensuring quality services are provided. Employees may provide input to higher level management on administrative, personnel, and budget issues. Employees' responsibilities may range from a single sub-unit in an agency or institution to multiple service programs in a small agency and may carry a small caseload. Employees report to a higher level supervisor or administrator.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Work involves reviewing program objectives and service delivery needs with staff and formulating specific goals and objectives for the assigned program area. Employees provide input to higher-level management on short-range planning needs for staff or unit.

Organizing and Directing - Employees assign cases to staff and maintain workload balance. Employees make changes in work procedures to meet program demands and present recommendations to management on issues which impact on programmatic goals, objectives and policies.

Budgeting - Employees are minimally involved in the development, justification, or allocation of funds. Employees may manage a small unit budget necessary for staff administrative expenditures.

Training - Employees provide on-the-job training for staff and make arrangements for staff to receive formal training when offered.

Setting Work Standards - Employees ensure that policies, rules and regulations are followed. Employees explain and implement changes when necessary.

Reviewing Work - Employees monitor the work of subordinate staff through case reviews, progress reports, conferences and informal discussions to assure compliance with operational standards and established policies.

Counseling and Disciplining - Employees discuss problems with staff and issue initial oral warnings for disciplinary action.

Performing Other Personnel Functions - Employees interview applicants for positions supervised and make recommendations to higher level management on hiring decisions. Employees provide input on discussions concerning promotions and salary adjustments for individuals supervised. Employees participate in subordinate's performance evaluation and approve leave requests.

### II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Programs are periodically affected by changes in methodology, guidelines and shifting program emphasis. These changes may require employees to develop new approaches or procedures to meet program objectives.

Variety of Work Supervised - Employees supervise staff responsible for the delivery of professional social work service to clients and their families who have a range of social, economic, emotional, or mental problems.

Number of Employees Responsible For - Employees are responsible for supervising approximately five to twelve professional employees.

III. EXTENT OF SUPERVISION RECEIVED: Employees are responsible for the quality of service provided by staff. Employees receive reviews through periodic conferences, meetings, informal interaction, reports, and performance appraisals. Review for quality is also received through periodic random case reviews.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Not Applicable.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Knowledge of methods and principles of casework supervision and training. Considerable knowledge of social work principles, techniques and practices and their application to specific casework and community problems. Considerable knowledge of behavioral and socioeconomic problems and their treatment and governmental and private organizations and community resources. Considerable knowledge of the laws, regulations and policies which govern social work programs. Ability to supervise, train, or orient lower-level social workers, students, interns, or other staff. Ability to express ideas clearly and concisely and to plan and execute work effectively.

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