

SOCIAL WORK PROGRAM ADMINISTRATOR I

This is supervisory and managerial work in directing social work programs in a medium to large county department of social services. Work involves the supervision of a range of adult, family, and children's services programs with direct involvement in operational matters as well as short and long-range planning of program services. Employees evaluate quality of services and ensure compliance with standards; provide major input on organizational changes, personnel, and budget issues. Work is performed independently under the agency director's supervision and may include acting in the director's absence. Work may include development of alternate sources of funding, inter-agency agreements, and contracts. Employees serve on local and State planning committees and policy review groups although the agency director usually represents the agency in the community and with local officials depending on the sensitivity of the issue. Employees report to higher level administrator or agency director.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees plan with unit supervisors to ensure delivery of services, allocation of staff and other resources, coordination with other division in the agency and organizations within the community; have input into agency planning process as member of management team or executive committee; serve on State and regional committees to provide input on developing new policies and procedures. The planning process is typically a quarterly to one-year cycle.

Organizing and Directing - Employees confer with unit supervisors on issues that impact on program goals, objectives, policies, and the delivery of services. Employees recommend changes in organization, work flow, and new programs to agency director; employees delegate daily operational issues to program supervisors.

Budgeting - Employees recommend budgetary needs to agency director for services programs based on input from unit supervisors and analysis of reports and information; justify budget to agency director and may assist in explaining to local boards; and monitor expenditures.

Training - Employees ensure that supervisors provide necessary on-the-job training and arrange for training by State staff and other professionals; provide orientation to new employees; assess training process and make necessary modifications.

Setting Work Standards - Employees ensure compliance with county, state, and federal laws, regulations and policies as well as professional ethics through discussions with supervisors and staff, community professionals, and State officials.

Reviewing Work - Employees review quality and quantity of work by analyzing information gathered in conferences with supervisors and staff and review of case records, reports, and statistical data.

Counseling and Disciplining - Employees confer with unit supervisors regarding initial actions, approve oral warnings but usually make recommendations on written warnings and dismissals to agency director.

Performing Other Personnel Functions - Employees participate in the interviewing and selection of new employees; recommend hiring of supervisors to agency director, evaluate performance of supervisors through written and verbal appraisals.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Work is frequently affected by changes in policies, procedures, rules, regulations, and laws. Modifications in service techniques occur more infrequently.

Variety of Work Supervised - Employees are administratively and professionally responsible for services of staff which typically include social work supervisors, social workers, day care teachers, teacher aides, chore providers, and volunteer workers. Programs usually include adoptions, adult protective services, aid to families with dependent children, child protective services, day care, domiciliary supervision, and related services.

Number of Employees Responsible For - Professional staff supervised ranges from 40-60 social workers and social work supervisors. Other staff may include paraprofessionals, chore providers, volunteers and contracted professionals.

III. EXTENT OF SUPERVISION RECEIVED: Supervision is usually general and is received during regular meetings with the agency director and local governing boards. Work is performed with considerable independence.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - Programs usually include some provisions for emergency/crisis services, foster care homes and similar programs which require evening staffing and/or shift operations; programs may include abuse shelters and other facilities.

Fluctuating Work Force - Work force is basically stable without major seasonal fluctuations.

Physical Dispersion of Employees - Services are provided at day care centers, foster homes, client homes, schools, jails, and courts located within the county.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of methods and principles of casework supervision and training. Thorough knowledge of social work principles, techniques, and practices and applications to casework and community problems. Considerable knowledge of social and economic factors in the community, and local agencies and resources. Considerable knowledge of the laws, regulations, and policies which govern social services programs. Considerable knowledge of the principles and techniques of public administration, including personnel administration, budgeting, and office management. Skill in directing a staff of social workers and supervisors and related professionals and students engaged in a variety of services.

Minimum Training and Experience Requirements - Master's degree from an accredited school of social work and four years of social work or counseling experience, two of which were supervisory; or bachelor's degree in social work and five years of social work or counseling experience, two of which were supervisory; or bachelor's degree in a human services field or related curriculum including at least 15 semester hours in courses related to social work or counseling and six years of social work or counseling experience, two of which were supervisory; or an equivalent combination of training and experience.