

## SOCIAL WORK PROGRAM ADMINISTRATOR II

This is supervisory and managerial work in directing social work programs for large, dynamic county departments of social services. The programs in these agencies are complex and varied. Work includes planning of program services with supervisors of Adult, Family and Children, and Child Welfare divisions as well as ancillary services such as staff development and volunteer services; evaluating quality of services to ensure compliance with standards; overseeing organizational changes; having major input, on personnel and budget issues. Work is performed independently under the agency director's supervision and may include acting in the Director's absence. Work usually involves representing the social work programs in meetings with community agencies, local officials, State and federal staff. Programs are characterized by innovative approaches to organizing and providing services, pilot projects and responding to various needs and priorities of a multitude of local groups, agencies and legal entities which are usually associated with an urban area. The social work program has a large staff and budget. This level is distinguished from the lower levels by the complexity, innovation, size and scope of operations. Employees report to the agency director.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees meet with program supervisors to discuss work plans, organizational issues, community needs, social trends and legislation; establish priorities, present and justify annual and long-range (5-10 years) program goals to agency director and local officials; confer with other division heads and serve as member of agency management team in coordinating agency-wide services and income maintenance programs; develop new programs, pilot projects and grants to provide services through innovative approaches, unique staffing and inter-agency agreements; serve on State and local planning committees to forecast needs and develop strategies for improving social services.

Organizing and Directing - Employees confer with program supervisors to resolve workload, system and organizational problems; make changes in organizational structure, assignments, methods and work flow in conjunction with agency director on major changes which affect other agency units; 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 review proposals on staff training needs submitted by supervisors to assure consistency with long-range agency goals and community trends; participate in orientation of new employees; consult with supervisors to improve managerial skills and relationships; provide input to agency training staff on staff development needs.

Setting Work Standards - Employees confer with supervisors, local and State staff and professional groups to ensure compliance with county, State and federal laws, regulations and policies as well as professional ethics; devise and implement procedures to accomplish policy changes; interpret changes and implications to supervisors; participate on local and State committees to review and suggest new policies and procedures.

Reviewing Work - Employees review quality and quantity of work by analyzing information gathered in conferences with supervisors, monthly, quarterly and annual reports, and conferences with community agency representatives, local and State officials.

Counseling and Disciplining - Employees confer with program supervisors regarding initial actions, approve more serious disciplinary actions, recommend dismissal to agency director; can suspend in absence of director.

Performing Other Personnel Functions - Employees have considerable influence in initiating actions such as recruitment and selection, reviewing performance appraisals and recommendations for salary adjustments and promotions; however, final authority for hiring and firing rests with the agency director and/or local boards.

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 services techniques occur more infrequently. The agency is characterized by innovative approaches to service delivery and inter-agency agreements.

Variety of Work Supervised - Employees are administratively and professionally responsible for services of staff which include social work supervisors, social workers, day care teachers, staff development specialists, teacher aides, chore providers and volunteer workers. The agency is characterized by innovative pilot projects and grants which may include services of psychologists, speech therapists, physical therapists, nurses and other professionals. Traditional programs include adoptions, adult protective services, aid to families with dependent children, child protective services, day care, domiciliary supervision, early screening diagnosis, family planning, family counseling, medical community alternatives, permanency planning, sexual abuse counseling and volunteer services.

Number of Employees Responsible For - Professional staff supervised ranges from 70 to 90 social workers and social work supervisors. Other staff include paraprofessionals, chore providers, volunteers and contracted professionals. Total permanent staff ranges from 120-160.

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 include emergency/crisis services, abuse shelters, foster care homes and abuse/neglect services which require evening staffing and/or shift operations.

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

Physical Dispersion of Employees - Services are provided at numerous sites including day care centers, foster homes, client homes, schools, jails and courts located within a large 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 large 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.