

COMMUNITY SUPPORT SERVICES SUPERVISOR

Positions in this class function as the immediate supervisor of the aides and paraprofessional positions providing supportive services in home management, personal care, community liaison, and housing and job resources development in local departments of Social Services. Employees coordinate supportive activities with social workers, supervisors, and the Director to implement individual and group training, assists in developing community resources through solicitations for additional supplies and materials, and speaking to civic groups and obtaining volunteers.

I. SUPERVISORY/MANAGEMENT FUNCTIONS:

Planning - Employee attends case staffings or meets regularly with unit social workers and supervisors to assist with identifying various needs for group training and other support services.

Organizing and Directing - Employee reviews and/or discusses referrals for service with the social worker and assigns cases based on the client's needs, and worker availability and their expertise. Usually schedules are set up on a weekly basis, but work is adjusted as required with the supervisor filling in, on occasion, in a subordinate's absence.

Budgeting - Employee makes recommendations to the director on personnel, space, and equipment based on daily needs; orders supplies and equipment to use in the group or individual training areas.

Training - Employee provides daily, on-the-job training, and evaluates and requests additional training; may assist the Director in providing formal course content as requester

Setting Work Standards - Employee is responsible to see that the work is carried out in accordance with established standards and procedures; may make recommendations to the director on changes as problems are identified.

Reviewing Work - Employee provides daily administrative and technical review over individual and group training, and assistance with resolving problems and suggesting new techniques to use; evaluates quality as well as quantity of services.

Counseling and Disciplining - Employee counsels subordinates regarding performance; serious discipline problems are referred to the director.

Performing Other Personnel Functions - Employee prepares performance evaluations; offer recommendations for promotions and may assist in hiring.

II. SCOPE OF WORK SUPERVISED:

Work is over a small number of support positions varying from 5 to 10 which are providing the same basic services related to home management, and community liaison and resource development in housing and employment. The level of income of the clients served requires creativity instructing and utilization of resources. Base methods and guidelines are stable.

III. EXTENT OF SUPERVISION RECEIVED:

Daily reports are given to the Director to keep her (him) informed of activities; daily logs are supplied to the social workers, and written monthly reports summarize total service.

Special Additional Considerations - Employees supervised are in the community working but check in usually at the end of each day.

IV. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - Considerable knowledge of community resources for population served; of social, economic, and environmental conditions of population served; of various supportive services training including household management skills, housing and job resources development and group training techniques. Skill in reading, writing, and arithmetic computations; in appraising needs and exercising good judgment in decision-making; in establishing rapport with clients and a variety of service delivery disciplines and community leaders; in communicating effectively in oral and written form; ability to supervise.

Minimum Education and Experience - Degree from a two-year technical school or community college associate program designed to prepare support personnel for human services agencies and two years of experience in providing direct services to this type population where extensive coordination and liaison with community resources are required; or graduation from high school or equivalent and four years of the above experience.

Administering the Class - College graduates in home economics, psychology, child and family, sociology, or social work with one year of the above experience start at the first step of the range. Applicants with two or more years of college and three years of the above experience start at the first step of the range.