**DUPLIN COUNTY CLASS DESCRIPTION**

**POSITION TITLE: SOCIAL WORKER SUPERVISOR III**

**(DEPARTMENT OF SOCIAL SERVICES)**

**GENERAL DESCRIPTON OF DUITES**

The primary purpose of this position is to supervise a staff of Social Worker IIIs and/or Social Worker IV’s that provide direct or indirect services to clients. Supervisors assign cases to subordinates, coordinate work flow operations, and supervise staff through case review and consultation which requires the provision of substantial and recurring technical direction. Supervisors are responsible for staff training, resolving problems, and ensuring quality services are provided. Supervisors may provide input to higher level management on administrative, personnel and budget issues. Supervisor responsibilities may range from a single sub-unit to multiple service programs and may carry a small caseload. Supervisors report to a higher level supervisor or administrator.

**SPECIFIC DUITES AND RESPONSIBILITIES**

**This list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in this class. The omission of an essential function does not preclude management from the assigned duties not listed herein if such functions are a logical assignment to the position.**

This position assigns cases to staff and maintains work balance.

This position involves reviewing program objectives and service delivery needs with staff and formulating specific goals and objectives for the assigned program area. This position also ensures these goals are implemented and met.

This position makes changes in work procedures to meet program demands.

This position gathers data and statistics for preparation of reports and surveys.

This position provides on-the-job training for staff and makes arrangements for staff to receive formal training when offered.

This position ensures that policies, rules and regulations are followed.

This position monitors the work or subordinate staff through case reviews, progress reports, conferences, and informal discussions and coaching sessions to assure compliance with operational standards and established policies.

This position plans/schedules staff meetings to plan direction for individual cases (close, continuation of services, pursue court intervention), clarify and interpret policy, discuss grievances and disciplinary issues.

This position is responsible for reviewing court summaries to make sure all pertinent information is obtained and ensures timely submission to the County Attorney.

This position is responsible for ensuring Day Sheets are completed timely and accurately for each social worker.

This position is On-Call for emergency situations. Responsibility for on-call may range from once every four weeks for Child Welfare Supervisors and for all after-hours situations for the Adult Services Supervisor

**MARGINAL FUNCTIONS**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

Types letters, forms, and other documents and completed computer input forms.

Performs general filing.

Using computers and accessories for data and input and retrieval.

Performs other duties as assigned.

**MINIMUM TRAINING AND EXPERIENCE**

Master’s degree in social work from an appropriately accredited institution and two years of directly related experience; or a bachelor’s degree in social work from an appropriately accredited institution and three years of directly related experience; or a master’s degree in a human services field from an appropriately accredited institution and three years of directly related experience; or a bachelor’s degree in a human services field from an appropriately accredited institution and four years of directly related experience; or a bachelor’s degree from an appropriately accredited institution and five years of directly related experience; or an equivalent combination of education and experience.

**KNOWLEDGE, 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.

**SPECIAL REQUIREMENTS**

All employees should possess a valid North Carolina driver’s license.

All employees may be requested to perform other duties as assigned.

All employees may be required to assist county operations during a State of Emergency, disaster or other county event.

**ADA COMPLIANCE**

Physical Ability: Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Dexterity: Requires the ability to perform simple movements requiring moderate coordination, such as those required to operate office equipment.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and textures. Some tasks require visual perception and discrimination, as well as oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

**PERFORMANCE INDICATORS**

**The work performance of non-supervisory personnel of Duplin County is routinely evaluated according the performance criteria outlined herein:**

Knowledge of Work: Has considerable knowledge of the methods, procedures and policies of Duplin County and the agency. Has considerable knowledge of the organization and programs of the agency and of related agencies. Has considerable knowledge of the principles of social work and good social work practice. Has considerable knowledge of the economic, social, cultural, environmental, and educational stresses affecting clients. Has considerable knowledge of human behavior and child development. Has considerable knowledge of the laws, standards, policies, and regulations governing service delivery and has the ability to interpret and apply same in performing responsibilities. Has the ability to prioritize, plan, and organize workload so

as to achieve maximum effectiveness and accuracy. Has the ability to relate positively and professionally to intra-and interdepartmental personnel and clients served.

Quality of Work: Maintain high standards of thoroughness and accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct and quality deficiencies that occur in areas of responsibility.

Quantity of Work: Performs described essential functions and related assignments effectively and efficiently in a manner to produce a quantity of work which consistently establishes standards and expectation.

Dependability: Assumes responsibility for completing assigned duties in a timely, accurate, and thorough manner and in accordance with established standards, policies and procedures. Takes action to ensure workload will be covered during absences.

Attendance: Consistently attends and remains at work and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management when requesting leave.

Initiative and Enthusiasm: Exhibits a positive and proactive approach toward job responsibilities. Has the ability to be a self-starter and to work independently. Contributes ideas, which will enhance work performance and workflow.

Judgement: Exercises sound judgement even under stressful and emergency situations. Seeks advice from supervisory personnel and consults staff when appropriate for decision making. Researches issues and situations and explores various options for resolution. Implements decision in accordance with established policies and procedures and does so with a minimum of errors.

Cooperation: Willingly accepts instructions and direction from supervisory and managerial staff and seeks clarification when necessary and justified. Recognizes the importance and necessity for established policies and procedures and abides by same. Seeks to promote cooperation by gaining basic knowledge of intra and interdepartmental functions, utilizing the appropriate referral process, and making timely response.

Relationship with Others: Accepts role as a team member and willingly shares information and ideas with supervisors and management. Approaches work with a positive attitude thus contributing to good morale among all employees. Develops and maintains cooperative relationships both intra' and interdepartmentally. Tactfully handles requests, suggestions, and complaints and makes timely response in order to maintain good will. Approaches all situations with respect for the worth and dignity of all individual

Coordination of Work: Plans, organizes and implements daily work schedule. Prioritizes tasks in accordance with established standards for delivery of Foster Care services which set forth expected time frames. Avoids duplication of effort. Anticipates and plans for absences in a manner that is least disruptive to work flow.

Safety and Housekeeping: Adheres to all established safety and housekeeping standard s. Takes personal responsibility for abiding by such standards. Reports any observed safety issues to supervisory or managerial staff.

Planning: Knows and understands expectations and plans and carries out activities in a manner conducive to meeting such standards. Recognizes the importance of ownership as a motivating factor and thus actively involves individuals in formulating the plans and setting target dates for completion of tasks.

Organizing: Efficiently organizes own work in accordance with agency expectations for workflow, time frames, and productivity. Organizes client records according to agency policy and in a manner, which presents a clear, orderly, and coordinated flow of information and activity.

Staffing: Demonstrates a willingness to mentor new and/or inexperienced staff and student interns as they being to apply social work principles and to help them learn expectations, procedures, policies, and standards.

Leading: Exercises enthusiasm and foresight in guiding individuals toward achievement of goals and objectives set forth in case plan.

Controlling: Contributes toward the establishment and maintenance of a positive work environment which is conducive to good work habits. Has a clear and comprehensive understanding of established policies, standards and procedures and recognizes why adherence to same contributes towards a productive work environment. Directs the flow of services to clients by effectively utilizing case management skills.

Delegating: Helps parent(s)/caretaker(s) accept responsibility for carrying out certain activities in their case plan. Helps parent(s)/caretaker(s) discern which activities are appropriately carried out by them and which are more appropriate to agency personnel.

Decision Making: Exercises discretion and judgement in developing and implementing courses of action relative to assigned cases and workload in general. Makes decisions in accordance with established policies and procedures and seeks supervisory and managerial input and clearance when deviation from said procedures produce more desirable outcomes. Explores alternative solutions to situations based on research and consultation.

Human Relations: Seeks to develop and maintain excellent rapport and positive working relationships with both intra' and interagency personnel. Actively and open-mindedly listens to the recommendations, suggestions, concerns, and opinions of others and gives them due consideration.

Policy Implementation: Has a clear and comprehensive understanding of those policies, which guide job junction. Regularly reviews policy manuals and seeks clarification and interpretation from supervisor as necessary. Adheres to all applicable policies in the discharge of duties and responsibilities.

Policy Formulation: Stays abreast of changes in operating philosophies and policies through routine review of applicable manuals and policy statements. Implements changes in a timely manner. Makes recommendations and suggestions to supervisory and managerial staff for policy changes which could enhance performance and productivity.

***Disclaimer:*** *This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Employees may be requested to perform job related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this job will be evaluated as necessary should an employee/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the employee/applicant when possible. This job description is not an employment contract. Duplin County reserves the right to modify job duties or job descriptions at any time.*

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Employee Signature Supervisor’s Signature

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Date Date