

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3252

TITLE: SOCIAL SERVICES SUPERVISOR

GRADE: S-27

DEFINITION:

Under general supervision, plans, assigns, reviews, and manages the work and day-to-day activities of a group of professional social services specialist ensuring services are provided in a timely, accurate, courteous and effective manner and in accordance with Federal, State and local policies and procedures and social work practices; provides direction, guidance and training on policy and best practices for all programs; supervises other support and administrative staff; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Positions in the Social Services Supervisor job class are distinguished from the Social Services Specialist III in that the Social Services Supervisor directs the work and day-to-day activities of a group of professional social services specialist whereas the Social Services Specialist III either performs complex social casework services and assists the unit supervisor with providing guidance and training to staff, or serves as policy expert in an area of social work specialization in a multi-discipline team and/or oversees and coordinates a program or project. The Social Services Supervisor is distinguished from the Senior Social Services Supervisor in that the Senior Social Services Supervisor supervises project teams within a program area and/or manages and administers multi-program functions supporting service delivery and/or oversees a major program function.

ILLUSTRATIVE DUTIES:

Provides day-to-day guidance and direction to a group of social services specialists on case related issues, policies and procedures, and agency initiatives;
Ensures acceptable levels of quality and quantity in the delivery of services;
Plans caseloads, assigns cases and reviews case records and reviews and signs off on service plans, case assessments, and other reports which require supervisory review;
Identifies crisis situations and provides intervention as needed to address difficult or dangerous client situations;
Interviews job applicants and makes recommendations for hiring, prepares and conducts formal and informal performance evaluations, and handles performance and discipline issues in a timely manner and in accordance with County personnel policy;
Reviews the work of individual social services specialist and provides feedback and instruction;
Communicates performance expectations; monitors performance and outcomes of staff against the goals and objectives of the program;
Approves and monitors expenditures for client services consistent with the program budget and client outcomes;
Solicits concerns, issues and recommendations from staff regarding programmatic needs and systemic issues;
Evaluates the effectiveness of policies and procedures and recommends changes;

Holds group and individual conferences with staff to discuss general policies and to interpret related rules, regulations or laws and to assess cases objectively based upon the significant risk factors and to monitor casework progress;

Facilitates open communication between staff and senior management to achieve agency and unit goals;

Plans for and facilitates social services specialists' professional growth and development; provides staff development including training, mentoring, and encouragement for staff to improve professional skills in order to support access to human services. Develops and implements ongoing team training plan.

Works with the community to identify families and children needing services and to coordinate these services;

Communicates effectively with social services specialists and senior management regarding the needs of the agency, social services specialist, and clients;

Participates in intra and interagency work groups, supervisors' meetings and special projects;

Provides oversight for required data systems and uses data systems for management of day to day work.

Prepares or oversees and presents narrative and statistical reports documenting the work of the unit and/or in relation to case activity.

Promotes the attainment of agency and individual staff goals related to service access components (Automatic Call Distribution service levels, case objective outcomes, time studies, silent monitoring, and customer service surveys) through the ongoing monitoring of service requests and subsequent service delivery.

Establishes and maintains ongoing collaborative relationships with public and private providers, community-based groups, and residents to coordinate and integrate services, improve access, and identify community needs and barriers to service delivery; participates as a team member in the continuous improvement of the human services access process.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Extensive knowledge of the principles, methods and problems of organization and management; Extensive knowledge of regulations and guidelines relating to the assigned area of social service specialization.

Thorough knowledge of the principles and practices of social work and casework supervision; Thorough knowledge of current social service problems and methods/approaches to address them;

Ability to accurately apply, interpret and administer regulations and guidelines relating to the assigned area of social service specialization;

Ability to communicate clearly and concisely, both orally and in writing;

Ability to use automated technology;

Ability to maintain professional ethics and confidentiality of client information;

Ability to establish and maintain effective working relationships with a variety of individuals;

Ability to plan and direct the activities of a group of social service professionals

EMPLOYMENT STANDARDS:

Graduation from an accredited four-year college or university with a bachelor's degree; PLUS four years of increasingly responsible, directly-related professional experience in the social services or human services field. A Master's degree in a related field may be substituted for one year of required experience.

CERTIFICATES AND LICENSES REQUIRED:

Not applicable.

NECESSARY SPECIAL REQUIREMENTS:

New County employees must satisfactorily complete a criminal background check and a check of the Child Protective Services Registry.

RETITLED:	July 1, 2013
REGRADED:	July 1, 2005
REVISED:	June 17, 2005