CLASSIFICATION SPECIFICATION

CLASS NUMBER 30134

SOCIAL SERVICES SUPERVISOR 1

OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES

EFFECTIVE

MAY 5, 2002

The duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, a Social Services Supervisor 1 may not perform all of the duties listed. However, performance of the first (I) duty a minimum of 20% of the time is mandatory for this classification.

Summary of Essential Duties

The primary purpose of the Social Services Supervisor 1 classification is to directly supervise Social Services Workers and/or other professional social services personnel. The classification also carries a small case load pertaining to social services which involves extremely difficult or volatile cases, interprets, clarifies and recommends changes to procedures, policies, regulations, and laws pertaining to social services, and serves on internal and external committees which deal with social services issues.

Duties

Frequency: 35% +/-10%

I. Provides direct supervision to Social Services Workers and/or other professional social services personnel.
   - A. Determines need for new staff members.
   - B. Interviews applicants and makes recommendations for the hiring of new employees; initiates actions for the termination of employees.
   - C. Disciplines subordinates, when necessary.
   - D. Reviews, approves, or denies employee requests for leave.
   - E. Completes performance evaluations of subordinates' work.
   - F. Meets with subordinates regarding any grievances.
   - G. Trains new and current employees.
   - H. Assigns and reviews work of subordinates.

Frequency: 25% +/-5%

II. Carries small case load pertaining to social services which involves extremely difficult or volatile cases.

Frequency: 15% +/- 8%

III. Interprets, clarifies and recommends changes to procedures, policies, regulations and laws pertaining to social services issues.

Frequency: 10% +/- 5%

IV. Serves on internal and external committees which deal with social services issues.

Frequency: 10% +/- 5%

V. Generates statistical reports using data obtained from social services workers.

Frequency: 5%+/ - 2%

VI. Presents public speeches to schools, civic organizations and individuals at risk (e.g., abuse and/or neglect of their children) in an effort to educate members of the community.

ADDITIONAL DUTIES FOR THE
JOB CLASSIFICATION OF
SOCIAL SERVICES SUPERVISOR 1

NOTE: The following additional duties include functions that may be performed by some but not the majority of individuals in the classification.

I. Trains classes on the detection of child abuse and neglect.

II. Performs intake duties.
- A. Answers telephone.
  1. Screens all reports of child abuse and elder abuse.
  2. Logs all reports of child abuse and elder abuse.
  3. Answers general inquiries concerning child and elder services.
- B. Determines which cases go to Social Services Workers.
  1. Completes and files appropriate forms for Social Services Workers.
  2. Consults with other team members regarding cases.
  3. Assigns cases to Social Services Workers.

III. Assigns work to the Unit Support Worker.
- A. Telephones clients to determine what work needs to be done (e.g., mowing lawn, washing windows).
- B. Schedules the Unit Support Worker to complete the tasks requested by the clients.

IV. Prepares and reviews quarterly fiscal reports (i.e., expenditures, independent living).
- A. Negotiates social services contracts and monitors expenditures (i.e., day care).

V. Serves as on-call worker.
- A. Serves as primary Social Services Workers on-call.
  1. Receives sheriff reports about alleged child and elder abuse after business hours.
  2. Evaluates children, adults, and families in their homes after business hours.
  3. Consults with team members regarding situation.
  4. Determines if child or adult should remain in home or be removed.
  5. Contacts judge for court order.
  6. Arranges for foster care when children need to be removed from home.
- B. Serves as back-up on-call worker.
  1. Provides support to primary on-call Social Services Worker.
  2. Assists primary on-call Social Services Worker in removal of children if necessary.

KSA'S FOR THE
JOB CLASSIFICATION OF
SOCIAL SERVICES SUPERVISOR 1

DUTY	KNOWLEDGE	SKILLS	ABILITIES
I	Computer operations; Office practices and procedures; Federal, State, and local laws, rules, and regulations pertaining to Social Services; Program implementation; Administrative practices; Teaching practices; Counseling practices; Supervisory practices; Training and development practices; Interviewing practices; English grammar and composition; Social welfare issues; Automotive operation; Personnel practices; Agency computer systems (FACSIS); Case management practices; Typing principles; Disciplinary procedures; Word processing functions; The ADA and CRA.	Typing; Word processing; Oral communication; Organization; Writing; Interviewing; Performing computer operations; Advising; Supervising.	Perform a wide variety of interrelated or non standard procedural assignments; Resolve a wide variety of problems; Work with others; Extract information from various sources; Develop new procedures and policies concerning Social Services issues; Interpret policies for Social Services; Listen for problems or issues and provide responses or explanations; Counsel others involving simple or routine matters; Protects others from injury; Comprehend reading material; Perform basic mathematical operations; Answer routine questions; Maintain accurate records; Supervise others; Understand manuals; Complete forms; Work independently; Proofread materials; Prepare correspondence; Interview others; Take emergency action; Implement programs; Coordinate programs; Work on multiple tasks; Monitor the work of others; Assign work to others; Work with children, elderly, ill, mentally challenged, and physically handicapped people; Train others; Recognize errors in the work of others; Discipline others; Make independent decisions; Interpret technical material; Handle contacts with outside agencies; Explain legal and technical issues to others; Explain assignments, procedures and situations to others, Use computers; Write reports; File material numerically, alphabetically and/or chronologically; Handle complaints from others; Review Social Services cases.

II	Computer operations; Office practices and procedures; Federal, State, and local laws, rules, and regulations pertaining to Social Services; Program implementation; Counseling practices; Interviewing practices; English grammar and composition; Social welfare issues; Agency computer systems (FACSIS); Social work case management practices; Court proceedings and practices; Child and elderly abuse issues; Investigative practices; Expert witness practices and procedures; Automotive operations; Typing principles; Word processing functions.	Typing; Word processing; Oral communication; Organization; Writing; Interviewing; Driving.	Perform a wide variety of interrelated or non standard procedural assignments; Resolve a wide variety of problems; Work with others; Extract information from various sources; Interpret policies; Listen for problems or issues and provide responses or explanations; Counsels others involving simple or routine matters; Protects others from injury; Answer routine questions; Maintain accurate records; Understand manuals; Complete forms; Work independently; Prepare correspondence; Interview others; Interact with hostile individuals; Take emergency action; Implement programs; Coordinate programs; Work on multiple tasks; Work with children, elderly, ill, mentally challenged, and physically handicapped people; Train others; Make independent decisions; Interpret technical material; Handle contacts with outside agencies; Explain legal and technical issues to others; Explain assignments, procedures and situations to others; Write reports (e.g., investigations); File material numerically, alphabetically and/or chronologically; Develop and monitor case plans and treatment goals; Assess others for sings of abuse or neglect; Testify as an expert witness; Drive an automobile.
III	Office practices and procedures; Federal, State, and local laws, rules and regulations pertaining to Social Services; Program planning, development, and implementation; Administrative practices; Counseling practices; Supervisory practices; Interviewing practices; English grammar and composition; Public Administration; Social welfare issues; Licensing requirements of Social Services.	Oral communication; Organization; Writing; Interviewing; Advising.	Perform a wide variety of interrelated or non standard procedural assignments; Resolve a wide variety of problems; Work with others; Extract information from various sources; Develop new procedures and policies concerning Social Services; Interpret policies for licensing requirements; Listen for problems or issues and provide responses or explanations; Maintain accurate records; Supervise others; Understand manuals; Complete forms; Work independently; Proofread materials; Prepare correspondence; Interview others; Take emergency action; Implement programs;

			Coordinate programs; Work on multiple tasks; Monitor the work of others; Assign work to others; Work with children, elderly, ill, mentally challenged, and physically handicapped people; Train others; Recognize errors in the work of others; Make independent decisions; Interpret technical material; Handle contacts with outside agencies; Explain legal and technical issues to others; Explain assignments, procedures and situations to others; Write reports; File material numerically, alphabetically and/or chronologically; Evaluate Social Services systems.
IV	Office practices and procedures; Federal, State, and local laws, rules, and regulations pertaining to Social Services; Program planning, development, and implementation; Administrative practices; Management issues; English grammar and composition; Public administration; Social welfare issues; Automobile operation.	Oral communication; Organization; Advising.	Perform a wide variety of interrelated or non standard procedural assignments; Resolve a wide variety of problems; Work with others; Extract information from various sources; Interpret policies concerning Social Services; Listen for problems or issues and provide responses or explanations; Maintain accurate records; Understand manuals; Drive an automobile; Complete forms; Work independently; Proofread materials; Prepare correspondence; Implement programs; Coordinate programs; Work on multiple tasks; Make independent decisions; Interpret technical material; Handle contacts with outside agencies; Explain legal and technical issues to others; Explain assignments, procedures and situations to others; Write reports; File material numerically, alphabetically and/or chronologically.
V	Office practices and procedures; Federal, State, and local laws, rules, and regulations pertaining to Social Services; Program planning, development, and implementation; Administrative practices; Supervisory practices; English grammar and composition; Public administration; Social welfare issues; Agency computer operation (FACSIS); Basic statistical reporting.	Typing; Word processing; Organization; Writing; Performing computer operations.	Perform a wide variety of interrelated or non standard procedural assignments; Resolve a wide variety of problems; Work with others; Extract information from various sources; Interpret policies; Listen for problems or issues and provide responses or explanations; Maintain accurate records; Understand manuals; Complete forms; Work independently; Proofread materials; Prepare correspondence; Take emergency action;

			Implement programs; Coordinate programs; Work on multiple tasks; Make independent decisions; Interpret technical material; Explain assignments, procedures and situations to others; Write reports; File material numerically, alphabetically and/or chronologically; Prepare reports on expenditures; Perform mathematical or basic statistical operations.
VI	Office practices and procedures; Federal, State, and local laws, rules, and regulations pertaining to Social Services; Program implementation; Public relations issues; Training and development; English grammar and composition; Social welfare issues; Automobile operations.	Oral communication; Organization; Public speaking; Writing; Performing computer operations; Driving.	Perform a wide variety of interrelated or non standard procedural assignments; Resolve a wide variety of problems; Work with others; Extract information from various sources; Interpret policies; Listen for problems or issues and provide responses or explanations; Maintain accurate records; Understand manuals; Drive an automobile; Complete forms; Work independently; Proofread materials; Prepare correspondence; Implement programs; Work on multiple tasks; Make independent decisions; Interpret technical material; Handle contacts with outside agencies; Explain legal and technical issues to others; Explain assignments, procedures and situations to others; File material numerically, alphabetically and/or chronologically.

Minimum Qualifications

- Two years experience as a Social Services Worker 2, 30132.

- Or completion of undergraduate major core coursework or two years technical training in behavioral science, social science, early childhood development technology, education or related field. Also requires two years experience in a position similar to a Social Services Worker 2, 30132.

- Or two courses in adult psychology one of which must be in the area of gerontology or twelve months experience, two courses or twelve months experience in child psychology, two courses in social welfare or other sociology related topic or twelve months experience, two course or twelve months experience in counseling, one course or six months experience in interviewing techniques, one course or six months experience in domestic violence, and one course or six months experience in courtroom procedures. Also requires two years experience in a position similar to a Social Services Worker 2, 30132.

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

Note: Per Section 5153.122 (B) of the Ohio Revised Code, each supervisor hired by a public children services agency shall complete at least sixty hours of in-service training during the first year of the supervisor's continuous employment in that position. After the first year of continuous employment as a supervisor, the supervisor annually shall complete thirty hours of training in areas relevant to the supervisor's assigned duties.

Unusual Working Conditions/Hazards

The incumbent has substantial responsibility for the physical safety of children/adults who are suspected of being either abused or neglected. These children/adults are incapable of protecting themselves from this type of treatment. Serious mistakes in terms of failing to remove children/adults from homes could conceivably cause death or permanent disability. The position possesses considerable responsibility for the psychological safety of children/adults who are suspected of being either abused or neglected. These children/adults cannot do little to prevent harm from occurring. Failure to promptly remove an endangered child/adult would potentially cause extreme psychological distress or emotional problems requiring long term treatment and/or hospitalization of a short duration. Additionally, the position involves very

limited probability of any injury. The probability of accidents or health hazard is negligible. Minor risks or discomforts exist which require normal safety precautions typical of offices (e.g., use of safe work practices with office equipment). The incumbent may occasionally interact with angry or hostile clients. However, there is limited probability of any injury. The incumbent must take normal precautions to avoid trips and falls. The incumbent works in an office environment which may occasionally be dirty or dusty.