

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Social Services Supervisor

Class Code: 51764

Pay Grade: GJ

A. Purpose:

Administers Child Care, Child Protection Services, or Adult Services and Aging programs by monitoring and evaluating program delivery to ensure that needed services are provided to clients within established rules and regulations.

B. Distinguishing Feature:

The Social Services Supervisor supervises Lead Family Services Specialists, Family Services Specialists, Adult Services and Aging Specialists, Child Care Licensing Specialists, and support staff; and is responsible for the delivery of services within a service area.

The Lead Family Services Specialist assists the supervisor of an assigned unit by providing expert advice and training to Family Services Specialists and is responsible for an assigned case load.

The Family Services Specialist is responsible for an assigned case load within Child Protection Services.

The Adult Services and Aging Specialist is responsible for an assigned case load in Adult Services and Aging.

The Child Care Licensing Specialist is responsible for an assigned case load in Child Care Services.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Supervises subordinate staff to ensure that the objectives of the work unit are met.
 - a. Interviews and selects staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends and implements disciplinary action.
 - e. Conducts regular supervisory conferences with staff and conducts biannual performance appraisals and manages overtime and work adjust hours.
 - f. Responds to complaints, concerns, and needs of the community regarding delivery of program services.
2. Directs services to child care facilities to ensure compliance with licensing requirements.
 - a. Consults with and evaluates work performed by child care licensing specialists in the licensing registration of family day care homes, group family day care homes, and day care centers to ensure accuracy and consistency of service provided.
 - b. Acts as a liaison between state office and state and local agencies to ensure program delivery is in place to address in a timely, thorough, and accurate manner, the needs of families, providers, and communities.
 - c. Consults with and assists child care licensing specialists regarding community development issues targeted as recruiting and retaining child day care to ensure adequate number of providers for state-wide needs.

3. Directs services to elderly people and adults with disabilities to ensure the safety and wellbeing of eligible adults in need of protection and to ensure appropriate in-home services are being provided to eligible adults to prevent premature and unnecessary institutional placement.
 - a. Supervises case management activities by assigned adult services and aging specialists to arrange for and monitor in-home services and coordination of resources for elderly people and adults with disabilities.
 - b. Assesses individuals at risk of placement or intended placement in a nursing home facility.
 - c. Oversees investigations of alleged violations of residents' rights and abuse, neglect, and exploitation of residents who reside in long-term care facilities such as nursing homes, assisted-living facilities, board-and-care homes, and adult foster homes.
 - d. Provides information, training, and referral services to individuals, families, and the public regarding Adult Services and Aging services and issues pertinent to quality of life.
 - e. Directs protective services for eligible adults encompassing a wide array of services which provide short-term crisis intervention to stabilize and safeguard the adult, and if necessary, more restrictive services to provide for long-term safety of the individual.
 - f. Coordinates a court-ordered guardian and/or conservator for a protected adult.
4. Directs services to children and families to ensure appropriate intervention and support services are provided.
 - a. Receives and assesses complaints of alleged child abuse and neglect.
 - b. Oversees assessments and services to families whose child(ren) have been referred due to risk of possible abuse and neglect or whose children are placed in a facility due to delinquent behavior.
 - c. Coordinates investigations of alleged sexual, physical, or emotional child abuse or neglect as per state statute and determines required action.
 - d. Advises staff in the development and implementation of treatment plans with parents of children where abuse and/or neglect has been substantiated or indicated.
 - e. Oversees alternative care placements for children who are removed from their homes as a result of child abuse and neglect.
 - f. Coordinates adoptive and foster care placements.
5. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Regional Manager. Supervises Lead Family Services Specialists, Family Services Specialists, Adult Services and Aging Specialists, Child Care Licensing Specialists, and Social Services Aides/Rehabilitation Counselor Aides.

E. Challenges and Problems:

Challenges include high turnover of Family Services specialists in Child Protection, which creates difficulty in maintaining trained staff and operating an efficient local office operation; monitoring the quality of work of Family Services Specialists, which is difficult because of the independent nature of the work, and matching cases with strengths of each worker. Further challenged by opposing points of view regarding children's best interests that are emotionally charged and require excessive time and energy to diffuse in order to reach the best solution.

Typical problems include persuading overburdened courts to move children through the system to a permanent situation.

F. Decision-making Authority:

Child Protection:

Decisions include screening and assignment of child abuse and neglect referrals as either investigations or assessments, approval of family service agreements, approval of alternative care placements, approval of permanent plans for children and recommendations to the court, selection of appropriate funding sources for a variety of paid services based on federal and state eligibility criteria, and hiring and firing of Family Services Specialists.

Decisions referred include statewide policy development and definition, interpretation of unclear or conflicting statewide policy issues, and approval of formal disciplinary actions.

Adult Services and Aging and Child Care:

Decisions include assignment of work, ensuring prompt response to emergency situations, development of training plans for staff, reviewing case files, working to resolve problems and complaints from clients and/or community members, and establishing protocol and holding meetings with providers.

Decisions referred include establishment of a guardianship or conservatorship, interpretation of unclear or conflicting statewide policy issues, and approval of formal disciplinary actions.

G. Contact with Others:

Weekly contact with department managers. Frequent contact with community professionals, law enforcement, court representatives, and contractors and providers.

H. Working Conditions:

Works in a typical office environment, travel is often required. Some incumbents may work with irate, indifferent, and hostile clients who may present a threat of physical harm.

I. Knowledge, Skills and Abilities:

Knowledge of:

- state and federal laws, rules, regulations, and policies related to the assigned field of social services;
- social work/casework principles and practices;
- the organization, structure, and programs within an assigned area;
- managerial, administrative, and supervisory principles and techniques;
- state and federal statutes relating to employment law (ADA, FMLA, FSLA, EEOC).

Ability to:

- analyze the needs of individuals requiring assistance and recommend alternatives;
- plan and implement operational procedures consistent with department goals and available resources;
- provide technical consultation in an assigned area;
- correctly interpret policies and procedures, apply them to specific situations and/or functions, and recommend corrective action;
- make timely and accurate decisions related to an assigned area;
- determine work loads, deadlines, work objectives, and time use to ensure proper completion of work assignments;

- establish and maintain effective working relationships among staff, courts, the justice system, clients, and the community;
- establish performance objectives for staff and maintain awareness of individual performance in relation to objectives;
- communicate information clearly and concisely;
- maintain records, and prepare reports and correspondence related to an assigned area.