

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Family Services Specialist Supervisor

Class Code: 51765

Pay Grade: GK

A. Purpose:

Administers Child Protection Services by supervising staff and monitoring and evaluating program delivery to ensure that needed services are provided to clients within established rules and regulations.

B. Distinguishing Feature:

Family Services Specialist Supervisors supervise Lead Family Services Specialists, Family Services Specialists, and support staff; and are responsible for delivery of multiple child protective services in an assigned geographical area.

Lead Family Services Specialists assist supervisors by providing daily expertise and training to a team of Family Services Specialists, and they are responsible for assigned case loads of their own.

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. Develops and maintains public relations with communities to foster working partnerships, provide effective customer service, and educate the public about available program services.
 - a. Represents the agency in community teams, work groups, committees, and boards to further information exchange and mutual understanding.
 - b. Gives presentations and provides training in the community.
 - c. Investigates and responds to a variety of inquiries and concerns from the community.
 - d. Mediates resolution of disputes among staff, other agencies, and customers.
 - e. Initiates and maintains cooperative working relationships with community resources.
2. Supervises subordinate staff to ensure the objectives of the work unit are met.
 - a. Recruits and Interviews candidates and recommends those to be hired.
 - b. Provides orientation, training, and work direction to new employees.
 - c. Prioritizes employees' work loads and provides guidance and expertise in implementing professional principles and department policies and procedures.
 - d. Assesses and identifies ongoing needs for training and staff development.
 - e. Manages leave and overtime.
 - f. Addresses staff problems and determines disciplinary action.
 - g. Conducts performance appraisals and completes performance documents.
 - h. Maintains required employee and position records and documentation.
 - i. Oversees employee resignations and exits from the team and ensures all documentation and procedures are complete.
3. Provides program quality assurance and improvement to maintain and enhance operational effectiveness of multiple services.
 - a. Evaluates service quality and effectiveness, identifies problem areas, measures accomplishments against objectives, and develops and implements follow-up actions.
 - b. Evaluates impact on services when laws, rules, and policies are updated or issued by federal and state agencies.

- c. Conducts random case reviews to ensure compliance with division policies and procedures.
 - d. Monitors reports, documentation, and computer databases to ensure timeliness and accuracy of staffs' responses.
 - e. Prepares routine reports to keep Regional Managers apprised of program and staff activities.
4. Performs administrative functions to provide logistical support for employees and program operations.
- a. Oversees and provides guidelines for implementing program procedures.
 - b. Reviews staff's reports to ensure timely and accurate completion of procedures.
 - c. Provides initial review and approval of funding requests generated by staff and program activities.
 - d. Signs off on paper work generated by staff activities.
 - e. Provides input to the Regional Manager on facility needs and management.
5. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Regional Manager. Supervises Lead Family Services Specialists, Family Services Specialists, and support staff.

E. Challenges and Problems:

Challenged to ensure implementation of multiple social services in compliance with federal and state laws, rules, and policies. This is difficult because it requires the incumbent to have and provide advisory-level expertise in all services and to judge the capabilities of staff members and how much assistance they need to achieve service objectives; the incumbent must establish and maintain successful relationships with agencies and people in the community in order to get feedback on program services; and the numbers of forms, timelines, deadlines, and other requirements that must be reviewed and monitored for each service are numerous.

F. Decision-making Authority:

Decisions include effective resolution to disagreements among staff and customers; whether or not program services are meeting goals and objectives in the community and what needs to be done to improve services; recommendations for hiring final candidates; needs for staff training and professional development; recommendations for disciplinary actions; priority of assigned work load; recommendations for staffing needs; and recommendations for logistical needs.

Decisions referred include service priorities in the area; and final approval of staffing, training, logistical needs, and personnel actions.

G. Contact with Others:

Daily contact with staff members to interpret program guidelines, monitor quality of work, and ensure adequate training for and understanding of assigned tasks; with community groups and constituents to provide information about available services and to get feedback about their success in the area; and with Regional Managers and central office program managers to clarify interpretation of program objectives, laws, and rules.

H. Working Conditions:

Works in a typical office environment. May be subjected to hostility and confrontation.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- state and federal laws, rules, regulations, and policies related to social services programs applicable to child protection 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:

- assess and evaluate 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 child protection programs;
- correctly interpret policies and procedures, apply them to specific situations and/or functions, and recommend corrective actions;
- make timely and accurate decisions related to child protection services;
- determine work loads, deadlines, work objectives, and time use to ensure proper completion of work assignments;