

## CLASS SPECIFICATION



**CLASS:** Social Worker Supervisor II  
**ALLOCATION:** Health & Human Services Department  
**FLSA STATUS:** Non-exempt  
**UNION AFFILIATION:** YCEA

**ESTABLISHED:** November 2019

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### **JOB SUMMARY:**

Under broad managerial supervision plans, assigns, supervises, trains, reviews and evaluates the work of assigned Social Workers and staff working in the In-Home Supportive Services Program, housing support and stabilization services, and related programs; oversees and performs social services case work of a complex and difficult nature in providing a variety of social services to County residents; performs case work of varying scope and complexity and may provide program leadership and consultative services; responsible for program planning and implementation as well as performance of the most complex work and the full range of work supervised on a relief or overflow basis and performs other duties as assigned.

This is the first full supervisory professional level in the social worker series.

### **CLASS CHARACTERISTICS:**

This position reports directly to a Health and Human Services Program Manager. This class is distinguished from the Health and Human Services Program Manager in that the latter is division level management classes, with overall responsibility in the assigned area(s).

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Plan, organize, assign, supervise, review and evaluate the work of various levels of assigned staff in the areas of housing support; in-home supportive services; and other related services.
- Provide direction and coaching, through regular feedback sessions; create individual development plans with employees, discuss job performance problems to identify causes and issues, and work on resolving problems; and offer advice and assistance as needed.
- Recommend and administer discipline and implement discipline procedures as needed/directed;.
- Recommend selection of staff; provide or coordinate staff training and provide for their professional development..
- Interpret regulations and rules to staff; provide for consistency of staff interpretation and application of such rules and regulations.
- Provide technical assistance to staff regarding difficult case problems.
- Prepare and modify procedures related to assigned activities; inform staff of such changes.
- Perform the full range of professional work, often in difficult or complex circumstances.
- Interview and counsel a diverse population referred for services; handle the most complex and sensitive adult services cases.
- Identify and present alternative solutions to client issues and problems, such as social and financial needs of clients, setting priorities and working with clients to resolve issues and problems.
- Perform case studies to assess problems and develop appropriate methods of meeting client needs, participating on a multi-disciplinary team to develop appropriate case plans.
- Inform and refer clients and assists them in utilizing available community resources in such areas as employment and training, emergency food and clothing, housing and medical, legal and nutrition services.
- Work with the criminal justice system and initiates requests for assistance and intervention as required.
- Investigate and prepare reports and recommendations regarding assigned cases and their disposition.
- Monitor developments in the social services field, including proposed legislation and court decisions, evaluate their impact upon County operations and recommend appropriate action or policy and procedure modification.
- Maintain accurate records and files.

#### **Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Make home visits in connection with casework assignments.
- Use standard office equipment, including a computer, in the course of the work; may drive a County or personal

motor vehicle to attend court sessions and meetings, interview individuals and visit case sites.

### **EMPLOYMENT STANDARDS:**

#### **Knowledge of:**

- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- The goals and objectives of public social services.
- Rules and regulations related to the program area(s) to which assigned.
- Social service case work principles and practices, including both group and individual counseling (depending on level of assignment).
- Community resources providing social services, health services, nutrition, housing and other necessary client services.
- Medical, psychological and socio-economic conditions that affect the work of a public social services agency.
- Applicable laws, rules and regulations.
- Case management and analytical techniques.
- Computer applications related to the work.
- Record keeping principles and practices.
- Techniques for dealing with a variety of individuals, in person and over the telephone.

#### **Skill in:**

- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Training others in policies and procedures related to the work.
- Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Defining issues, performing social services research, analyzing problems, evaluating alternatives and making appropriate recommendations.
- Interpreting local, state and federal laws and regulations and applying them to County operations.
- Representing the County effectively in hearings and meetings with other agencies.
- Preparing clear, concise and accurate correspondence, reports and other documents and written materials.
- Using initiative and independent judgment within general policy guidelines.
- Organizing own work, managing multiple projects and meeting critical deadlines.
- Maintaining accurate records and files.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds.

#### **Ability to:**

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Communicate effectively, both orally and in writing, in person and over the telephone.
- Establish and maintain client rapport on an individual basis.
- Interpret and explain to the applicant, recipient, or others public social service programs, policies, rules and regulations.
- Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- Develop skill in interviewing, case recording, and interpretation and combine pieces of information to form general rules or conclusions, including finding a relationship among seemingly unrelated events.
- Perform calmly, purposefully and appropriately in emergency and stressful situations.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV)

which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Frequently use a computer keyboard and mouse; regularly twist, bend and reach various office equipment.
- Intermittently walk, stand, stoop, lift or carry items weighing up to 40 lbs.
- Regularly drive a motor vehicle to attend meetings and visit clients.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Potential exposure to contagious or infectious diseases or hazardous substances and chemicals.
- Work with hostile or abusive individuals.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver’s license within ten (10) days of employment. Maintain throughout employment.
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- In accordance with the Welfare and Institutions Code Section 16206, successfully complete the CDSS core supervisory training program within one year of appointment.
- Complete continuing education training hours as required.

**Special Requirements:**

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- DMV printout and fingerprinting required prior to hire.
- Attend meetings outside of normal working hours.
- Work on call and respond to emergency situations during weekends, holidays and other off-hours shifts.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Bachelor’s Degree from an accredited four year college or university including but not limited to Psychology, Sociology or Social Work and at least three (3) years of case management experience equivalent to at least the County’s class of Social Worker I.

**PREFERRED:** In addition to the minimum, additional years experience as previously defined.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Dept Approval:  
Date:

EEOC: B
WC: 9410

Approval:  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_