

Classification Title: Human Services Supervisor II

FLSA Status: Exempt

BRIEF DESCRIPTION: Supervises, trains and evaluates professional and clinical social workers involved in areas such as child welfare and mental health services. Completes file reviews to ensure compliance with established policies and to identify training and service opportunities. Coordinates work activities, assigns projects or case referrals and works closely with employees, monitoring and auditing files and activities.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Supervises and manages the service coordination and delivery of services involving individuals and families. Provides counseling and services in both individual and group settings. Reviews, audits and assigns new cases. Investigates questions regarding services, documents findings and responds accordingly.
2	L	Develops short term and long-term goals and objectives for social workers and reviews client goals and activities. Assists social workers in determining program eligibility and may accompany them on field visits.
3	S	Participates in client-based decisions regarding referral sources, eligibility assistance and follow up on services rendered. Coordinates services provided which could include child protective services, mental health, medical and job assistance.
4	S	Participates in or facilitates committee meetings and/or training or job related programs. Promotes community involvement and solicits referral sources.
5	S	Maintains records and documentation of services provided and participates in client decision-making. Coordinates case management workflow and referrals.

CLASSIFICATION REQUIREMENTS:

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Education	Master’s degree in Social Work.
Experience	Three years of experience in counseling or social work.

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Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	A valid driver's license and a "safe" driving record may be required.
Reading	Advanced
Math	Intermediate
Writing	Advanced
Managerial	Receives Limited Direction.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a department. May recommend budget allocations.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness and realigning work as needed.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computers, printers and related software.

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

Selected positions which may be clinical in nature may require personal protective equipment to prevent exposure to communicable disease.