

## SOCIAL SERVICE SUPERVISOR II

NATURE OF WORK IN THIS CLASS:

This is complex professional social work involved in supervising major social services programs and activities.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Administers a major branch of a social services programs in the department/agency.

Supervises community social services supervisors through individual conference and group meetings.

Directs all phases of the medical social services program including administrative supervision of professional personnel.

Develops referral procedures and cooperative agreements with other agencies for the provision of services.

Reviews and analyzes operational reports to determine effectiveness of the program; implements changes when needed.

Reviews findings of case analysis to determine conformance with program policies, regulations, and procedures and to evaluate quality of case work.

Confers with operational personnel to obtain information regarding the effectiveness of program and receives from them suggestions and recommendations for adjustments in programs, policies, and procedures as appropriate.

Evaluates the need for program policy changes in the basis of reviews, studies, and suggestions; prepares recommendations for revision of policies.

Confers and consults with specialists in various fields affecting social services, such as the health and educational agencies and the Juvenile Court.

Initiates new programs including planning and directing pilot projects.

Identifies, analyzes, and interprets specific unmet needs in social work among individuals and groups of individuals; translates such needs into essential functions.

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Identifies, analyzes and interprets specific unmet needs in social work among individuals and groups of individuals; translates such needs into essential functions.

Initiates, develops, and modifies social services programs in the interest of attaining a better judgment between resources and needs.

Performs related duties as required.

**MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS:**

Knowledge of social casework principles, practices and analysis.

Knowledge of individual and group behavior and ways of working effectively with children and adults; and of social, economic, psychiatric and health developments and resources.

Knowledge of the principles and methods of program interpretation and implementation and community organizations.

Ability to resolve the adverse effect of emotional, social, economic, and health problems on families and children and of cultural forces within both the family and the community.

Ability to evaluate available resources within the community.

Ability to administer moderately complex social service programs.

Ability to analyze and evaluate technical information and reports of subordinate professional staff.

Ability to analyze and evaluate program plans and operations and make recommendations regarding policy and operational methods directed towards their improvement.

Ability to make work decisions in accordance with laws, rules, and regulations, and to apply departmental policies to work problems.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

**MINIMUM EXPERIENCE AND TRAINING:**

a) Two years of progressively responsible professional experience

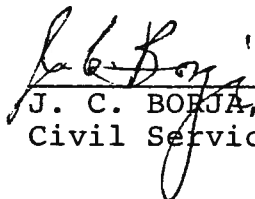
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in social work, one year in a supervisory capacity, and graduation from a recognized college or university with a Master's degree in social work; or

- b) Three years of progressively responsible professional experience in social work, one year in a supervisory capacity, and graduation from a recognized college or university with a Bachelor's degree in social work; or
- c) Four years of progressively responsible professional experience in social work, one year in a supervisory capacity, and graduation from a recognized college or university with a Bachelor's degree in social or behavioral sciences; or
- d) Any equivalent combination of experience and training beyond the Bachelor's degree which provides the minimum knowledge, abilities and skills.

ESTABLISHED: July, 1980

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J. C. BORJA, Executive Director,  
Civil Service Commission