



Date Last Revised: 09/01/2020
Bargaining Unit: MCPE
FLSA: Non-Exempt

SOCIAL WORKER SUPERVISOR II **(non-CalHR position)**

DEFINITION

Under general direction, the Social Worker Supervisor II plans, organizes, and directs the work of social service staff providing the most advanced social services and conservatorship services; and performs other related work as assigned.

Social Worker Supervisor II requires a Master's degree. Incumbents supervise a unit of caseworkers in specific programs (which may include Adult Protective Services, Child Welfare Services, In-Home Supportive Services, Resource Family Approval, and Probate Conservatorships) identified as having a high proportion of complex and sensitive casework needs. The Social Worker Supervisor II is assigned to programs or staff positions that require extensive casework knowledge. The position involves staff development and training duties.

Depending on assignment, performs social and fiscal case management for clients under probate conservatorships, estate management by investigating, collecting, inventorying, and disposing of estate assets and assists in administering the business affairs of estates in probate. Performs technical duties and related duties as assigned involving conservatorship and/or decedent estates placed under the jurisdiction of the Public Guardian and Public Administrator functions. Assignments may vary in any of the two areas: Public Guardian and Public Administrator. The incumbent follows general guidelines and procedures, applies provisions of applicable laws in providing client and estate management services.

DISTINGUISHING CHARACTERISTICS

Social Worker Supervisor II differs from Social Worker Supervisor I in that the former requires a Master's degree, and is responsible for supervising and training advanced-level Social Workers.

REPORTS TO

Social Worker Supervisor II receives direction from a Program Manager or other management level classification.

CLASSIFICATIONS SUPERVISED

Social Worker Supervisor II incumbents provide direct supervision to Social Workers (including entry-level and advanced-level Social Workers) and Social Worker Assistant staff; and, other staff performing conservatorship duties, as assigned.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Duties may include, but are not limited to, the following:

- Plans, assigns, directs, mentors, coaches and reviews the work of employees providing the most advanced or complex casework such as adoptions, protective services, resource family approval, and conservatorships
- On-call duties including the supervision of on-call Social Worker staff
- Consults with and guides social workers in providing counseling, support, and guidance to clients with complex or specialized needs



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- Reviews and approves forms, applications, court reports, placements, reports of abuse, and other documents to verify information or determine proper course of action; reassesses and modifies case plans
- May testify in court; supports witnesses and victims who must testify in court
- Selects, trains, evaluates, and disciplines subordinate staff
- Documents and addresses clients' concerns and complaints
- Assists in the development of community resources for all programs
- Assists and participates in the development of in-service training and staff development programs
- Evaluates the effectiveness of policies and procedures
- Represents the social services department at conferences and addresses community groups
- Discusses or interprets regulations, rules, policies, and programs to clients, applicants, staff and the general public
- Facilitates communication between staff and management; communicates department expectations and activities, policy changes, and regulatory changes; evaluates and recommends service delivery improvements
- Provides social services for sensitive or confidential cases, in the absence of assigned social workers or to meet workload demands
- Participates or intercedes in interviews to defuse hostile or angry clients; obtains information on personal issues in difficult or emotional situations; explains decisions or recommendations to clients and family members
- Establishes and maintains effective working relationships and trust with staff, clients, family members, community organizations and the public; collaborates with service providers; facilitates a work environment favoring teamwork, collaboration and mutual respect
- Provides peer support for coworkers facing case related stress
- Maintains written chronological narrative reflecting personal or other contacts with the client and reasons for the social worker's actions; prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers
- Prepares for annual reviews and/or audits in various program areas
- Enters and retrieves information from a automated computer systems and databases
- Researches information using the Internet and computer resources.
- Develops and prepares court reports, case plans, case narratives and safety plans and ensures thorough and timely entry of data and notes into electronic and paper case files
- Authorizes the provision of social services and conservatorship services through the department, provides services, and makes referrals to other agency staff and community agencies.
- Ensures all services are delivered in a respectful, culturally-sensitive and appropriate manner and in conformance with agency, state and federal requirements
- Maintains confidential information in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) and California Association of Public Administrators, Public Guardians, and Public Conservators (CA PA|PG|PC) Code of Ethics
- Performs related duties as assigned



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TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs; corrected hearing and vision to normal range; verbal communication; use of office equipment; including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in office, client homes, community environments, and Court. Working remotely from home may be approved on a limited basis. Continuous contact with staff, colleagues, and the public. An incumbent may be required to drive in remote areas of the county in all weather conditions.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Principles and practices of supervision, training, mentoring, motivating, casework consultation, and peer counseling
- Principles and practices of organization, workload management and time management
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling
- Functions of public social services agencies and the principles of public social service administration
- Laws, rules, and regulations governing the operation of public social services agencies and the role and responsibilities of a social worker
- Medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, trauma, and the terminally ill
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients
- Signs, stages and dynamics of abuse, and the effects of abuse on child/adult development and behavior
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families
- Standards for maintaining clients safely in the home; options for placement; effects of removing clients from unsafe situations
- Principles and methodologies of social research, analysis, problem solving, and decision making
- Principles, methods, and resources in the field of public health, mental hygiene, education, correction and rehabilitation as they relate to public social service
- Principles of community organization
- Resources available in the community for referral or utilization in employment or social service programs

Ability to:

- Exercise sound judgment when organizing, directing, and prioritizing unit activities
- Select, train, coach, supervise, evaluate, and discipline subordinate staff
- Mentor, counsel, and collaborate with staff and foster an environment of teamwork, mutual respect and professionalism



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- Classify case problems and evaluate the effectiveness of effort in solving problems.
- Apply effective interpersonal and interviewing skills
- Develop and maintain effective working relationships with agency staff, clients, and outside organizations
- Make oral and written presentations clearly and concisely
- Analyze a situation accurately and adopt an effective course of action
- Maintain confidentiality in accordance with legal standards and/or county regulations
- Recognize signs of abuse for children, elderly and dependent adults; assess risk factors and potential dangers to clients
- Act effectively in stressful situations
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients
- Respect cultural differences
- Use computers and related software packages

Training and Experience:

Minimum Qualifications

Pattern 1: Two (2) years of full-time experience performing duties of the Social Worker III in an Interagency Merit System (IMS) county; **AND** A Master's degree in Social Work, Public Administration, or related degree, from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.*

OR

Pattern 2: One (1) year of full-time experience performing duties of the Social Worker IV classification in an Interagency Merit System (IMS) county; **AND** A Master's degree in Social Work, Public Administration, or related degree, from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.*

OR

Pattern 3: Four (4) years of full-time experience performing social work case management duties;** **AND** A Master's degree in Social Work, Public Administration, or related degree, from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.*

*Qualifying Master's degrees include: Marriage and Family Therapy, Clinical Counseling, Mental Health Counseling, Addiction Counseling, Gerontology and Counseling Psychology. Completion of all of the requirements for a Marriage and Family Therapy (MFT) license program may be substituted upon submission of verifying proof.

**Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.



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Special Requirements:

Possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis.