

SOCIAL WORK PROGRAM MANAGER

Work in this class involves program management and supervisory responsibilities for several sub-units of a local department of social services or responsibility for all social work programs in a small local department of social services. Employees usually supervise Social Work Supervisors II and III who are responsible for the day-to-day operation of work units or a program area. Employees manage work operations through considerable involvement with higher level management, program and administrative staff to ensure consistency in the planning, evaluation, implementation and delivery of services. Employees report to higher level management or to a Director of a local department of social services.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees establish unit goals and suggest priorities for subordinate staff to ensure that work plans are consistent with the annual plan. Employees have input into agency planning through periodic reports and meetings.

Organizing and Directing - Employees consult with subordinate supervisors on issues that impact on program goals, objectives, policies and the delivery of services. Employees are responsible for modifying or changing work assignments to maintain a balanced workload among subordinate staff.

Budgeting - Employees compile data in order to evaluate and monitor an administrative budget.

Training - Employees provide on-the-job training for staff and make arrangements for staff to receive formal training when offered.

Setting Work Standards - Employees ensure that policies and standards are followed. Employees explain and implement changes when necessary or to meet client needs.

Reviewing Work - Employees monitor the work of subordinate staff through the review of reports, cases, conferences and informal discussions.

Counseling and Disciplining - Employees resolve informal complaints, problems and grievances. Employees issue initial oral and written warnings for disciplinary actions.

Performing Other Personnel Functions - Employees are responsible for performance evaluations, approving leave requests and making promotion recommendations. Employees interview applicants for positions supervised and make recommendations to higher level management or hiring decisions.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Programs are periodically affected by changes in methodology, guidelines and shifting program emphasis. These changes may require employees to develop new approaches or procedures to meet program objectives. Recommendations for agency legal action and complexity of services provided by staff may require employee to provide frequent technical assistance and/or case consultation.

Variety of Work Supervised - Employees supervise staff responsible for the delivery of service to clients and their families who have social, economic, emotional or mental problems.

Number of Employees Responsible For - Employees are responsible for supervising approximately twelve to twenty-four staff.

III. EXTENT OF SUPERVISION RECEIVED: Employees are responsible for the quality of services provided by staff. Employee's work is reviewed through periodic conferences, meetings, informal interaction, reports and performance appraisals. Review for quality is also received through periodic random case reviews.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Not Applicable.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of methods and principles of casework supervision and training. Considerable knowledge of social work principles, techniques and practices and their application to specific casework and community problems. Considerable knowledge of behavioral and socioeconomic problems and their treatment and governmental and private organizations and community resources. Considerable knowledge of the laws, regulations and policies which govern social work programs. Skill in supervising, training, or orienting lower-level social workers, students, interns, or other staff. Ability to express ideas clearly and concisely and to plan and execute work effectively.

Minimum Training and Experience Requirements - Master's degree from an accredited school of social work and three years of social work or counseling experience, two of which was in a supervisory capacity; or a bachelor's degree from an accredited school of social work and four years of social work or counseling experience, two of which were in a supervisory capacity; or a master's degree in a counseling field and four years of social work or counseling experience, two of which were in a supervisory capacity; or a four-year degree in a human services field or related curriculum including at least 15 semester hours in courses related to social work or counseling and five years of social work or counseling experience, two of which were in a supervisory capacity; or graduation from a four-year college or university and six years of experience in rehabilitation counseling, pastoral counseling, or a related human services field providing experience in techniques of casework, group work, or community organization, two of which were in a supervisory capacity; or an equivalent combination of training and experience.