

CLINICAL SOCIAL WORK SUPERVISOR

Work in this class involves the supervision of a staff of clinical social workers that provide intensive social work services in serious and complicated cases. Services supervised require the flexible use of a wide range of highly skilled casework, groupwork, and community organization techniques in the psychosocial rehabilitation and adjustment of clients. The clients have severe physical illnesses, developmental disabilities, or complex mental, emotional, and behavioral disorders. Employees assign cases to subordinates, coordinate workflow operations and supervise staff through case review and consultation. Employees are responsible for staff training, resolving problems, and ensuring quality services are provided. Employees may provide input to higher-level management on administrative, personnel, and budget issues. Employees report to a higher-level supervisor or administrator.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning – Work involves reviewing program objectives and service delivery needs with staff and formulating specific goals and objectives for the assigned area. Employees provide input to higher-level management on short-range planning needs for staff or unit.

Organizing and Directing – Employees assign cases to staff and maintain workload balance. Employees make changes in work procedures to meet program demands and present recommendations to management on issues which impact on programmatic goals, objectives and policies.

Budgeting – Employees are minimally involved in the development, justification, or allocation of funds. Employees may manage a small unit budget necessary for staff administrative expenditures.

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, rules and regulations are followed. Employees explain and implement changes when necessary.

Reviewing Work – Employees monitor the work of subordinate staff through case reviews, progress reports, conferences and informal discussions to assure compliance with operational standards and established policies.

Counseling and Disciplining – Employees discuss problems with staff and issue initial oral warnings for disciplinary action.

Performing Other Personnel Functions – Employees interview applicants for positions supervised and make recommendations to higher-level management on hiring decisions. Employees provide input on discussions concerning promotions and salary adjustments for individuals supervised. Employees participate in subordinate's performance evaluation and approve leave requests.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised – Programs and clients are frequently affected by changes in laws, program methodologies, guidelines, and shifting program emphasis.

Variety of Work Supervised – Employees are responsible for advanced and intensive social work services for a population with severe and complicated disorders.

Number of Employees Responsible For – Employees are responsible for supervising approximately 5 to 12 clinical social workers.

III. EXTENT OF SUPERVISION RECEIVED – Employees are responsible for the quality of service provided by staff. Employees receive reviews through periodic conferences, meetings, informal interaction, reports, and performance appraisals. Review for quality is also received through periodic random case reviews.

IV. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities– Thorough knowledge of social work principles, techniques, and practices, and their application to complex casework, groupwork, and community problems. Considerable knowledge of a wide range of behavior and psychosocial problems and their diagnosis and treatment. Considerable knowledge of family and group dynamics, a range of intervention techniques, governmental and private organizations, resources in the community, laws, regulations, and policies which govern the program, methods and principles of casework supervision and training. In certain settings, considerable knowledge of medical terminology, disease processes and their treatment as they relate to decisions regarding clinical interventions and appropriate therapies based on medical or psychological diagnosis. Skill in establishing rapport with a client and in applying techniques or assessing psychosocial, behavioral, and psychological aspects of client problems. Ability to supervise, train, or instruct staff at the clinical social worker level plus students or interns in the program; ability to establish and maintain effective working relationships with management, social workers, clients, and families as well as civic, legal, medical, social, and religious organizations. Ability to express ideas clearly and concisely and to plan and execute work effectively.

Minimum Training and Experience Requirements – Master's degree in social work from an appropriately accredited institution and one year of experience as a Licensed Clinical Social Worker.

Necessary Special Qualification Requirements – Licensure by the North Carolina Social Work Certification and Licensure Board as a Licensed Clinical Social Worker.

Special Note – This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.