

COMMUNITY SUPPORT SERVICES MANAGER

Positions in this class have responsibility for planning and implementing a program of supportive services in local departments of Social Services. Work requires the development and implementation of a comprehensive and formal training program for aide and paraprofessional support personnel providing curriculum content in: the various home management and personal care areas (dieting, food selection and menu planning, budgeting, sewing, and chit management); the characteristics of various handicaps and techniques to handle them as they affect supportive efforts; community resources and the respective service requirements; and the rules and regulations of the agency. Depending on organizational structure, work requires varying degrees of direct day to day supervision in scheduling and reviewing.

I. SUPERVISORY/MANAGEMENT FUNCTIONS:

Planning - Employee meets with the agency directors, administrators, supervisors, and/or social workers to identify projected needs for individual and group services in home management training, transportation, and housing and job placement; then plans for resources to meet the needs of one or more service units. Annual goals are recommended, but weekly and daily priorities are changed as needs arise. The agency director approves any personnel or organizational changes that may affect other units.

Organizing and Directing - Employee sets priorities, makes work assignments, and if there is an assistant supervisor may delegate daily supervision and on-the-job training for part of staff. Reviews referrals, coordinates requests with the various service units (social workers) and the support personnel in assigning cases for individual or group service; scheduling transportation and coordinating the clothing closet and other resources. Schedules may be changed daily to accommodate the workload.

Budgeting - Makes recommendations for space, personnel, and equipment to the director based on goals set for supportive services. Requests for supplies/equipment require the director's approval.

Training - Employee is responsible for evaluating training needs of support personnel and developing extensive formal training using a variety of resources ranging from on-the-job training to regular formal class instruction and workshops.

Setting Work Standards - Employee writes the policies and procedures manual on supportive services in conjunction with the service units' supervisors, and monitors the work to see that it is carried out in accordance with the standards directly or through an assistant supervisor.

Reviewing Work - Employee provides overall administrative and technical review, and assistance on problem cases; work includes being responsible for the quality and quantity of work on a daily basis and through written monthly reports.

Counseling and Disciplining - Employee discusses problems with subordinates and/or the supervisor; makes recommendations to the agency director for dismissal following initial conference and issuance of letter of warning.

Performing Other Personnel Functions - Employee interviews and selects employees submitting selection to agency director for final approval; conducts annual evaluations and requests promotions; reassignments, and salary changes; assistant supervisor may be involved if there is one.

II. SCOPE OF WORK SUPERVISED: Organizational structures vary from one county department to another so that employees supervise 7 to 14 aide and paraprofessional positions in one central unit, or in various service units. Work may include direct authority for all support positions in the agency or for one central unit, but regardless may be responsible for formal training of all support personnel. Services have broadened gradually over the years from home management to include other similar community resources liaison and development.

III. EXTENT OF SUPERVISION RECEIVED: Employees proceed independently on daily basis in assigning cases, reviewing activities, and coordinating them with the appropriate social workers; meets periodically with the director to keep him informed or obtain approval for major changes.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Employees that are supervised are out in client's homes and/or in the community providing direct support services; employee usually keeps track through daily log reports or contact at the end of the day.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities -Thorough knowledge of the role played by the para-professional in a service agency and the basic philosophies of the agency; considerable knowledge of social, economic and environmental conditions of population served; considerable knowledge of various supportive services training including household management, housing, and job resource development and group training techniques. General knowledge of Social Services programs and the laws that relate to these service areas; skill in reading, writing, and arithmetic computations; skill in appraising needs and exercising good judgment in decision-making; skill in establishing rapport with clients and a variety of service delivery disciplines and community leaders; skill in communicating effectively in oral and written form; ability to supervise or coordinate a staff of employees.

Minimum Education and Experience - Graduation from an accredited four-year college or university and three years of experience in the field of home economics, which may include home economics extension, home economics education, nutrition education, or dietetics, in the field of social casework, or in a related field; or graduation from an accredited school of professional nursing and three years of experience in public health nursing; or an equivalent combination of education and experience.