

**DESCRIPTION:** Under administrative direction, performs and coordinates operations and activities necessary to plan, organize and implement one or more social service programs. Supervises subordinate supervisors and/or staff engaged in social services planning, coordination, and delivery; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the fifth and final classification level of the Social Services class series. Positions in this class perform at the full performance level to administer and manage the operations of a social services unit through supervisors. The Social Services Supervisor class is responsible for the supervision of three or more social services staff and is not responsible for the administration of a social services unit.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Plans, organizes, directs and coordinates the operations and program activities of a social service unit to attain program goals and objectives and carry out administrative policies and directives.

Confers with administrative and program superiors, managers of other units within the agency, and representatives of other public and private organizations to discuss agency programs, to resolve problems, to coordinate activities so that goals and objectives are attained, and to facilitate provision of services to customers in an efficient manner.

Discusses policies and procedures with subordinate staff to obtain information, provide guidance, and instruct staff on operational matters when existing policies, procedures, or guidelines do not address the situation.

Develops and recommends new or revised policies, procedures, and guidelines to respond to changes in program needs, objectives, and priorities, and to improve the effectiveness of the programs managed.

Confers with subordinate supervisors and staff to obtain information necessary to develop work priorities, work assignment schedules, and deadlines, to change work plans, and to resolve problems.

Develops performance evaluation standards and procedures to provide information to subordinate staff on the expectations of individual work performance and to provide complete and objective appraisal of subordinate performance.

Reviews and compares the work performance of subordinate staff with established standards to determine the quality and quantity of employee work, training needs, and appropriate personnel actions.

Collects and reports administrative and program data and summaries to administrative and program superiors to facilitate program decision making and planning.

Determines the resources necessary to attain established goals and objectives and provide necessary services to customers in order to provide administrative and program superiors with information to develop budget requests.

V72175 – SOCIAL SERVICES UNIT MANAGER (continued)

Researches social work and social services topics to keep informed of new developments in the field and incorporate current knowledge and practices into unit policies and procedures.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: the principles and practices of social work and social services delivery; the types of services typically provided by public and private welfare organizations; State legislation and administrative directives pertaining to social service delivery; federal legislation and guidelines pertaining to social service delivery; the types of social, economical, medical and psychological problems of customers served; sociological conditions that influence human behavior; the principles of individual and group behavior; the principles and techniques of supervision and staff development.

Ability to: read and understand legislation and administrative and program policies, procedures, and guidelines; analyze data, situations, and problems and identify sources of problems and solutions to problems; evaluate the effectiveness of a social service program; determine the resources necessary to attain established program goals and objectives; determine the most efficient utilization of resources to meet established goals and objectives; write reports, policies and correspondence; explain programs, policies and procedures to staff, customers and the public; determine the material and human resources necessary to accomplish specific work assignments; accomplish work assignments and goals through the planning, supervision and direction of assigned staff; formulate performance standards for assigned staff; evaluate employees work performance; determine the training needs of assigned staff; arrive at conclusions and make decisions based on the facts on hand.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Post high school coursework/training in social work, public administration, human development, social sciences, psychology or related field. Experience in a human service organization involving the provision of direct social services to customers, AND experience supervising assigned staff in any type of organizational unit.

**SPECIAL NOTES:**

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).