

STATE OF NEBRASKA CLASS SPECIFICATION  
**CHILD AND FAMILY SERVICES**  
**SPECIALIST SUPERVISOR**

EST: 11/84 – REV: 05/10  
CLASS CODE: V72313

**DESCRIPTION:** Under limited supervision, supervises a unit of Child and Family Services Specialist workers/case management workers and manages social/protective casework functions and services in accordance with legal and agency requirements and social/protective service work/casework principles and practices; 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 third classification level of three in the Child and Family Services Specialist class series. This class is distinguished from others in the series through supervision of Child and Family Services Specialist workers and other case management workers.

**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.)

Directs the operations of a unit of Child and Family Services Specialist workers to ensure the application of administrative and/or program policies and plans to work activities and to facilitate through advice and consultation the resolving of problems in the delivery of casework services.

Plans, assigns, directs and evaluates the work of staff members including recommending personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments to ensure efficient and effective accomplishment of work.

Trains staff in the policies and procedures of social protective service case work to improve and maintain job performance levels and meet standards through exposure of necessary job knowledge and abilities.

Coordinates case conferences for case assessment, consideration of case problems, case planning and/or determination of legal requirements prior to disposition and assignment to staff.

Monitors record keeping of caseload statistics on service provisions and other functions which impact casework programs and submits this information to higher level management to ensure documentation and communication requirements are met.

Consults with other agency staff members and supervisors on determining the allocation of staff members and other resources to ensure coordination of agency actions and decisions and to achieve the goals and objectives of agency programs and services.

Confers with social work professionals in other organizations, court and law enforcement staff and interested individuals in the community to promote and develop community resources and awareness of social welfare problems.

Plans and provides social/protective casework services to customers to handle individual complex and difficult cases and to ensure the needs of the customers are met.

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

Knowledge of: the principles and techniques of supervision; the principles practices of direct case management including assessment, analyzing critical information, plan development and implementation; the importance of families/individuals having normal life experiences that are consistent with age, gender, culture and community setting; the value and importance of families/individuals having the right and ability to make decisions; federal laws and regulations concerning confidentiality, release of client information and social service delivery; State laws on the abuse and neglect of individuals; training methods and procedures; work performance or other standards development; employee performance evaluation; program analysis/evaluation; policy development; juvenile delinquent behavior; vulnerable adult issues.

Skill in: interviewing customers to collect and elicit essential information and assess customer needs and progress; openly and honestly discussing concerns with others in a non-judgmental way; using a keyboard.

Ability to: plan, assign, direct, and evaluate the work of subordinate staff; protect confidential information; communicate electronically, on paper or in person electronically, on paper or in person with customers, co-workers, supervisors and staff to exchange case information and assessments; work effectively with community service providers, law enforcement, the court and legal systems and vulnerable adults' families and/or advocates; treat people with dignity regardless of behavior; respond flexibly and adapt to new or changing circumstances; manage time and workflow of oneself and that of others to meet deadlines; exhibit a sense of fairness; understand/interpret psychological medical and legal reports; be available to children, families and vulnerable adults through regular and predictable work attendance; demonstrate professionalism; operate basic computer software and hardware.

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

A Bachelors degree in social work, psychology, sociology, counseling, human development, mental health care, education, criminal justice or other closely related area AND experience performing case management activities in counseling, protective services, alcohol/drug abuse, juvenile justice probation, social services delivery.

**SPECIAL NOTE**

Positions in this class may require an employee to possess a valid driver's license and provide a passenger vehicle with adequate liability insurance, or the ability to provide independent authorized transportation, in order to perform work-related travel such as customer visits or customer transportation. These situations will require prior supervisory approval.

Individuals in this class may be on- call 24 hours a day and may be required to answer calls on abuse cases outside the normal working hours.

In some Service Areas, the Child and Family Services Specialist Supervisor may also supervise Social Services Workers in social service programs and Title XX caseloads.

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).