

SOCIAL SERVICE SUPERVISOR

Nature of Work

Under general supervision, performs complex administrative, supervisory, and advisory services in the development and maintenance of specialized human resources programs. Responsible for planning, organizing, and leading a comprehensive program of staff activities, and coordinating the work of the agency, volunteer organizations, and public agencies. Work requires the use of a personal automobile for local travel. Employee is subject to on-call status during non-business hours. May be required to deal with situations which are potentially dangerous to client and worker. Performs related work as required.

Examples of Work

Develops acceptable standards of casework and supervises the maintenance of such standards. Provides administrative supervision of employees to ensure uniform application of all laws, regulations, policies, and procedures relating to any or all social service programs. Evaluates effectiveness of social service programs. Coordinates work with volunteer organizations and other public agencies. Counsels and guides subordinates in the development of individual or group programs for the rehabilitation of clients.

Knowledge, Skills, and Abilities

Knowledge of State and Federal public welfare laws.
 Knowledge of social casework methods and principles.
 Knowledge of the methods of casework supervision.
 Knowledge of department policies and procedures.
 Knowledge of community and family social, economic, and health problems.
 Knowledge of social services legislation.
 Knowledge of structure, functions, relationships, and practices of organizations as related to individual and family problems.
 Knowledge of applicable alternative resources.
 Ability to supervise subordinates and to cooperate with other public and private agencies.
 Ability to speak effectively, to exercise good judgement, and to maintain effective working relationships with the public.

Minimum Qualifications

Training: Bachelor's degree in Social Work from and accredited college or university.

Substitution: Bachelor's degree in Sociology, Psychology, Counseling, Criminal Justice, Behavioral Science, Interpersonal Communications, Human Services, Education, Special Education, Elementary Education, or Secondary Education from an accredited college or university may be substituted for the degree in Social Work **OR** current West Virginia Social Work License.

Experience: Two years of full-time or equivalent part-time paid experience as a social worker in a public or private health or human services agency.

SOCIAL SERVICE SUPERVISOR (CONT'D)

Substitution: Graduate training in Social Work, Sociology, Psychology, Counseling, Interpersonal Communications, Human Services, Education, Special Education, Elementary Education, or Secondary Education may be substituted for the required experience on a year-for-year basis.

Special Requirement: Eligible for Temporary Social Work License **OR** Licensed as a Social Worker, Graduate Social Worker, or Certified Social Worker by the West Virginia Board of Social Work Examiners.

Promotion Only: In addition to the Special Requirement, five years of full-time or equivalent part-time paid experience as a Social Service Worker, Protective Service Worker, Protective Service Worker Trainee, Family Support Specialist or Family Support Supervisor.

For the Bureau for Children and Families

Training: Bachelor's degree from an accredited college or university.

Substitution: Current West Virginia Social Work License.

Experience: Two years of full-time or equivalent part-time paid experience as a social worker in a public or private health or human services agency.

Substitution: A Master's degree from an accredited college or university may substitute for the required experience on a year-for-year basis.

Promotion Only: Five years of full-time or equivalent part-time paid experience as a Social Service Worker, Protective Service Worker, Protective Service Worker Trainee, Family Support Specialist or Family Support Supervisor.

Established: 08/20/1992

Revised: 02/05/1993; 03/06/1996; 06/10/1996; 10/5/2000; 06/12/2015; 01/06/2016

Effective: 01/06/2016