

POSITION DESCRIPTION

Classification: Ongoing Protective Supervisor

Supervises: Ongoing Protective Caseworkers; Family Health Specialist;
Home Manager/Case Aide

I. JOB DUTIES

A. Assigns and monitors ongoing cases

1. Facilitates case planning from Intake
2. Provides direction for response time for initial contacts
3. Balances casework size and difficulty level of cases based on worker experience and areas of expertise/specialization
4. Accompanies workers on home visits and Family Team Meetings at minimum, 4x annually to observe, assist with worker professional development regarding strength-based, and family centered, neighborhood-based approach;
5. Meets regularly (weekly) with caseworkers to:
 - a. Provide direction in the assessment of risk
 - b. Provide direction in the planning and provision of services
 - c. Review case plans, progress, plans for termination
 - d. Provide coaching to assure casework approach is family centered and neighborhood based
 - e. Challenge thinking regarding societal biases based on race, class, power
 - f. Model, discuss and challenge the use of strength-based language when working with families
6. Reads case narration, correspondence, case plans, SARS, Annual Reviews, referrals to in-house services to review for extent of family centered,
7. Establishes work flow within the Unit and monitors for efficiency
8. Reviews case plan for extent to which the plan is family-centered and neighborhood based – makes recommendations and redirects when necessary;
9. reviews plan for accuracy, thoroughness, appropriateness
10. Accompanies caseworkers to court and provides direction, testimony and reports to the juvenile court
11. Attends Cluster meetings for specific ongoing cases

B. Responsible for implementing personnel policies and procedures

1. Recommend requests for leave
2. Review time sheets and overtime requests
3. Coordinate work schedules
4. Conducts performance evaluations, identifies negligence and oversees corrective action
5. Provides feedback regarding policies
6. Implements policies on a consistent, uniform basis
7. Assesses training needs and monitors training requirements
8. Makes semiannual reports to Program Director, including training hours in evaluation documentation

C. Hold Unit Meeting

1. Communicate Agency vision and mission
2. Promote efficiency, communication, ethical standards, social work standards
3. Promote and provide direction regarding practice issues as related to family centered, neighborhood based practice
4. Practices and models strength-based language with staff in meetings

D. Participates in Agency planning and programming

1. Participates in the Team Decision Making – Family Case Conference Process
2. Attends Supervisory/Management meetings
3. Participates in team decision meetings, placement decisions

E. Provides support for workers

1. Provides coverage for caseworkers in their absence
2. Provides or arranges on-call and backup coverage
3. Arranges, or provides opportunities for Unit staff to act as back up support for Unit members when staff are in training or other agency-required activities

F. Seeks and secures knowledge as related to best practice issues and topics and presents information, or secures content expert to provide mini-training to staff in unit meetings

1. Provides a minimum of 3 Unit mini- trainings annually on various aspects of a family centered, neighborhood based approach to service delivery
2. Provides a minimum of 3 mini-trainings in Unit per year on societal biases that can negatively impact our approach to, and engagement with families (e.g. race, class, power)

G. Represents the agency to the community and strengthens community relationships

1. Speaks to community groups requesting information about the agency
2. Attends In-Step transition meeting for youth
3. Attends meetings at state level as requested
4. Attends conferences and workshops

II. JOB REQUIREMENTS

- A. A minimum of a Bachelor's Degree in Social Work or closely related social services degree
- B. A Master's Degree in Social Work is preferred
- C. A minimum of three years experience as a child welfare caseworker, preferably in direct ongoing protective services
- D. Previous supervisory experience in a child welfare agency preferred
- E. A valid Ohio driver's license
- F. Auto insurance required by law and agency needs
- G. Access to private auto on daily basis

III. KNOWLEDGE REQUIRED

- A. Human behavior, child development, and family systems
- B. Definition, philosophy, values, outcomes and practice implications regarding a family centered, neighborhood based approach to service delivery
- C. Impact of societal biases on service delivery (e.g. race, class, power)
- D. Ohio Department of Human Services Rules and Regulations regarding protective and placement services
- E. Agency policies and procedures
- F. Community resources
- G. Agency Mission
- H. Windows and WordPerfect software

IV. SKILLS REQUIRED

- A. To assess family functioning, including risk assessment
- B. To assess casework intervention skill and effectiveness in helping families
- C. To assess casework approach to family centered, neighborhood based service delivery
- D. To work cooperatively with and relate to other units within the agency
- E. To work cooperatively with other agencies and professional persons
- F. To listen carefully and provide honest, constructive feedback
- G. To record, analyze and organize information to meet agency need
- H. To communicate effectively both orally and in writing
- I. To plan, organize, and prioritize job duties
- J. To instruct and motivate employees
- K. To provide leadership and instill confidence in employees
- A. To operate personal computer