

Human Services Supervisor (Program Support Manager) (3927-12)

DEADLINE TO APPLY: 3/26/2024

WORK LOCATION:

Job & Family Services
222 E. Central Parkway
Cincinnati, OH 45202

WORK HOURS:

(Potential for Hybrid Remote Work Schedule)

ANNUAL SALARY: \$60,008

NOTE: Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Applicants for Children's Services positions cannot provide foster care for children in the custody of Hamilton County.

REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):

- Bachelor's degree from an accredited college or university; AND
- Two (2) years of experience in client services caseload work **OR**
- Associate's degree from an accredited college or university; AND
- Four (4) years of experience in client services caseload work

PREFERRED QUALIFICATIONS:

- Master's degree in social work, sociology, social science, psychology, human development and family science, gender and sexuality studies, public administration or a related field from an accredited college or university

JOB DUTIES (SUMMARY):

- Provides day to day supervision of Program Support Specialists in various functions supporting Children's Services Operations including; serving as front-line service contract liaison for provider agencies and agency staff for case services including but not limited to parenting skills, transportation, visitation, drug screens, placement screenings, and nurse consultation; processing timely service referrals; reviewing invoices and authorizing payments; budget tracking, reviewing travel referrals and coordinating travel arrangements; fingerprinting; performing SACWIS case service data entry; serving as the Point of Contact for Children's Services Staff and Medicaid Managed Care Plans in resolving matters related to enrollment, general case information and coverage appeals; requesting birth certificates for children in custody; initiating medical record requests and updating SACWIS with medical/dental records; serving as the liaison for annual credit checks for youth in agency custody; reviewing Juvenile Court Entries and recording legal status and changes into SACWIS; recording Reasonable Efforts statements in SACWIS; scheduling Semi-Annual Review appointments and distributing notification and SAR reports to case parties; conducting SACWIS clearance record reviews and associated data entry for custody investigations and licensed child care providers; providing a variety of clerical functions including lobby service, accepting applications and providing receipts, distributing mail and bus passes, and supply and form maintenance. Provides both individual and group supervision which consists of reinforcing the worker's knowledge of assigned duties. Assists CS Managed Care Administrator/Program Support Section Chief in

the creation of processes, procedures, policy and major work objectives. Makes hiring, corrective discipline and termination recommendations.

- Conducts, leads, and attends meetings; acts as liaison with public officials, private agencies, casework staff and the general public; explains policies and programs; serves as an internal/external consultant, resource person; documents and responds to complaints and inquiries. Represents Children's Services and other JFS programs at meetings, seminars, and conferences, assists in the development and presentation of training: answer inquiries, secures information and assists in special events as needed. Promotes social service program participation.
- Works collaboratively with Children's Services management to ensure expenditures are tracked and maintained within budget allocations; ensures adherence to OAC program rules and policies related to various functions such as credit checks, dental/ medical exams for children in care and maintenance of medical records, birth certificates and Semi-Annual Review (SAR) filing and Managed Care Enrollment.
- Actively participates in Children's Services contract service needs assessments; analyzes, and/or develops reports to monitor fiscal and program effectiveness of contract services; coordinates procurement and purchasing with fiscal and contract staff to ensure efficient and accurate payment processing; collaborates with many other departments to integrate performance methodologies into agency contract services.
- Attends conferences and training.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES: (*Indicates can be developed after employment)

- **Knowledge of:** supervision; employee training and development; case management; psychology and/or human behavior; sociology or social work; available community resources specific to area in which employed; federal and state regulations specific to program services delivered; agency policies and procedures*; children services State Automated Child Welfare Information Systems (SACWIS) contract management activities; budgeting; employee training and development.
- **Ability to:** define problems, collect data, establish facts and draw valid conclusions; deal with large number of variables and determine specific course of action; review and critique cases and approve or disapprove and make recommendations; write instructions, specifications, training materials; gather, collate, and classify data; establish goals, objectives, policies and procedures; recognize unusual or threatening conditions and take appropriate emergency action; handle sensitive inquiries and contacts; prepare and deliver speeches before general audience; write accurate reports; establish friendly atmosphere as supervisor of work unit.

ESSENTIAL JOB FACTORS:

- Must undergo a background check via the Ohio Bureau of Criminal Identification and Investigation (BCI). Must have a car, valid driver's license issued by the state of residency and required auto liability insurance.

POSITION SPECIFIC QUALIFICATIONS:

- Lift and carry children; lift and carry child car seats; lift and carry infant carrier;

POSITIONS SUPERVISED:

- Up to 8 Program Support Specialist Positions

HAZARDOUS and/or WORKING CONDITIONS:

- Potentially hazardous/dangerous situations which could involve upset/violent clients
- Animals or insects in family homes
- This position requires some tasks that must be completed in the HCJFS offices, in court, or in the field; it is not eligible for full-time telework.

BACKGROUND CHECKS REQUIRED:

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee