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Supervisor, Social Services

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Position Details

Appointing Authority Summit County Children Services

Department/Division Children Services

Full Time/Part Time Full Time

Regular/Temporary Regular

Work Schedule Monday – Friday, hours may vary.
Evening and weekend work may be required.

Job Description The Supervisor, Social Services supports the mission of the agency through the supervision of child protection caseworkers, social work assistants and case aides. The incumbent directs child protection caseworker practice towards the safety, permanency, and well-being of the children and families served. The Supervisor, Social Services provides daily support and direction to staff and serves as a liaison between direct service staff and agency administration.

Required Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Master’s degree in Social Work, Social Service Administration or Counseling with three (3) years of child welfare experience or Bachelor’s degree in Social Work with seven (7) years required.

Preferred Qualifications Prior supervisory experience preferred.

Pre-Employment Testing Requirements Criminal Background Check, Pre-employment Drug and Alcohol Testing

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to manipulate objects; reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk.

The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to ten (10) pounds, occasionally lift and/or move up to twenty-five (25) pounds and rarely lift and/or move up to fifty (50) pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Licensing/Certification

Licensed as a social worker (LSW, LISW or LISW-S) or counselor (PC, PCC) in the State of Ohio.

Incumbent must possess a valid State of Ohio drivers' license and auto insurance as defined by Ohio Administrative Code (OAC) at all times.

Additional Information

Supervisory Responsibilities

Incumbent may directly supervise up to eight (8) subordinate employees in the Social Services department.

Carries out supervisory responsibilities in accordance with the organization's policies, procedures and applicable laws. Responsibilities include interviewing, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Job Duties

Job Duty Name

Essential Job Duties and Responsibilities

Description of Job Duty

Supervises, trains and evaluates assigned caseworkers; conducts weekly supervision with each staff member of assigned unit.

Reviews and assigns cases and/or tasks to staff to ensure compliance and effective case management; Supervises decisions and progress of all assigned cases and/or tasks.

Ensures case compliance with agency policies and procedures, as well as all federal, state and local requirements/regulations.

Evaluates and assesses casework, correspondence, and all documentation (SACWIS and hard copy); insures documentation is approved timely and addresses deficiencies in staff documentation and/or case management.

Participates in client support services, court hearings, activities and meetings within the agency and other community agencies as directed/required.

Insures continuous service in caseworker's absence through phone contacts, home visits, medical appointments, court appointments, etc.

Consults with Department Director on critical decisions and unit activity; as well as personnel issues which may arise.

Serves as a liaison between the agency and the Juvenile Court to address concerns and issues related to case compliance.

Attends and/or conducts agency, department and unit meetings; recommends appropriate action and/or policies to maximize caseworker and client success, focusing on the safety of children in the agency's care.

Responsible to offer regular support and educational meetings/brown bag lunches for unit, department or division as needed.

Mentors staff regarding professional behavior and best practice management of child protection cases.

Participates in workgroups to complete special projects or goals assigned to the Social Services division.

Participates in agency wide and community initiatives which support the overall mission of the agency.

Other duties may be assigned.

Job Duty Name

Management Competencies

Description of Job Duty

To perform this job successfully, an individual must demonstrate the following competencies:

1. Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Reacts well under pressure.
2. Analytical – Collects data; Uses intuition and experience to complement data; Designs work flows and procedures.

3. Business Acumen – Understands business implications of decisions; Aligns work with strategic goals; Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.
4. Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings. Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
5. Customer Service – Manages difficult or emotional client and employee situations; Responds promptly to client/employee needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments.
6. Decision Making – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
7. Delegation – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
8. Dependability – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
9. Diversity – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.
10. Ethics – Inspires the trust of others; Works with integrity and ethically; Upholds organizational values; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.
11. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
12. Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
13. Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Approaches others in a tactful manner.
14. Leadership – Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
15. Managing People – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
16. Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
17. Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules staff and their tasks; Develops realistic action plans.
18. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
19. Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
20. Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
21. Strategic Thinking – Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.
22. Technical Skills – Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.

23. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

24. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality.

25. Quantity – Meets productivity standards; Completes work in timely manner; Strives to increase productivity.

Requisition Details

Requisition Number	C/U - 0442021-P
Working Title	Supervisor, Social Services
Posting Type	External/Public Posting
Number of Vacancies	1
Advertised Salary	\$31.52 per hour minimum
Open Date	02/18/2021
Close Date	03/05/2021
Open Until Filled	No
Special Instructions Summary	

Supplemental Questions

Required fields are indicated with an asterisk (*).

- * Do you possess a degree in one of the following: Social Work, Counseling, Psychology, Sociology, Criminal Justice, Human Development and Family Studies or Child and Family Studies?
 - Yes
 - NO
- * Do you have a Master's Degree in Social Work (MSW) or Social Service Administration (MSSA)?
 - Yes
 - No
- * Do you possess an LSW, LISW, LISW-S, PC or PCC?
 - LSW
 - LISW
 - LISW-S
 - PC
 - PCC
 - I do not have any licenses/certification listed above
- * How many years of child welfare experience do you have?
 - None
 - Less than 5
 - Between 5-9
 - 10 or more
- * Which best describes your supervisory experience?
 - None
 - Less than two years
 - Two years
 - Three years
 - Four years
 - Five years
 - Six or more years
- * Have you ever interviewed for employment or been employed at SCCS or Summit County? If yes, please give dates and explanations. If no, please enter "No"
(Open Ended Question)
- * Are you related to anyone on the Board of SCCS or anyone employed by SCCS or Summit County? If yes, please give name and relationship. If no, please enter "No"
(Open Ended Question)
- * Have you ever received services or been involved with Summit County Children Services or any other Child Welfare system as a child or as an adult? If yes, please provide relevant information. If no, please enter "No"
(Open Ended Question)
- * Have you been convicted of or plead guilty to any offense identified in the Ohio Administrative Code (OAC) 5101:2-5-09? If yes, please give offenses, dates and explanations. If no, please enter "No"
 - Yes
 - No

10. * Have your driving privileges ever been denied, suspended or revoked? If yes, please give dates and complete reasons. If no, please enter "No"

(Open Ended Question)

11. * What is your driver's license number? If you do not possess a driver's license, please enter "N/A".

(Open Ended Question)

12. * Do you currently use tobacco products?

- Yes
- No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter

Optional Documents

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