

HUMAN SERVICES SUPERVISOR - DCF
COLUMBIA COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES

I. Position Summary

This is a management position reporting to the Children & Families Division Manager. This position is responsible for ensuring compliance with program objectives and interpreting and implementing state, county, and agency policies and procedures and continual improvement efforts. This position will assist in protecting children and the community while strengthening families and promoting their self-sufficiency.

II. Essential Duties and Responsibilities

1. Provide ongoing supervision of certified Social Workers and other division staff. Conduct supervisory conferences, provide consultation, and facilitate regular team meetings. Provide coaching, feedback and support in development of employees.
2. Participate in hiring, orientation, and training of new staff including completion of performance evaluations, discipline, and recommendations for discharge. Plan coordinate and conduct staff training. Approve vacation, sick leave, and compensatory and flex time requests.
3. Receive, review, and assign cases, tasks, and projects based on client needs and worker knowledge and capabilities. Review and approve cases, client records, and reports for progress and compliance with applicable laws, standards, rules and regulations as they relate to work in Child Protective Services, Child Welfare, and Youth Justice. Ensure proper coverage and assist with case management to ensure timelines are met.
4. Ability to interpret and apply agency directives and policies in accordance with federal, state, and local laws, rules, and regulations.
5. Be available and respond to children and families and staff in emergency situations and institute crisis interventions after hours (24 hours/day, 7 days/week).
6. Attend State and Regional meetings. Implement Wisconsin Department of Children and Families initiatives within the division. Participate in statewide committees to enhance child welfare and youth justice practices.
7. Assist the Children & Families Division Administrator with operations, budgeting and general administration including determining staffing levels, expenditures, and priorities, and assist in planning for change in procedures and new programs.
8. Provide presentations and outreach to Department staff, county government, civic groups, schools and other entities to facilitate public education and awareness of issues and programming for children and families.
9. Assist with ongoing development of division procedures, protocols, policies, and guidelines to ensure the provision of responsive, strength-based, high-quality services to children and families.
10. Oversee and promote coordination with other Health and Human Services programs.
11. Assist with emergency planning activities as advised by Emergency Management such as registration, relocation, and shelter for persons subjected to disasters.
12. Support and represent the Mission and Value statements of the Department and Division to the public and interact with the community partners to effectively accomplish the Department and Division goals.
13. Perform other duties as requested.

III. Educational Requirements

1. Masters Degree from an accredited university or college with a concentration in Human Services related course work and supervisory experience preferred, OR

2. Bachelors Degree from and accredited university or college with a concentration in Human Services related course work and a minimum of five (5) years of direct service experience working with families in the child welfare and youth justice field.
3. Certification as a Social Worker by the State of Wisconsin required.

IV. Knowledge, Skills, Licensure and Experience Required

1. Skill in supervising staff, organizing and directing division operations, and providing coaching, feedback, and support in developing others.
2. Strong leadership and organizational development skills; ability to improve organizational performance and lead positive organizational change.
3. Strong project management skills and the ability to oversee large projects. Ability to manage multiple high-priority projects simultaneously.
4. Ability to analyze data and prepare and interpret fiscal/statistical reports.
5. Knowledge of federal, state, and local laws, statutes, standards, and regulations regarding Child Welfare and Youth Justice Services. Ability to advise and interpret application of policies, procedures, statutes, and standards to specific situations.
6. Proficiency and experience with eWiSACWIS, risk assessments and case planning for Youth Justice preferred (YASI and Carey Guides).
7. Proficiency and experience with eWiSACWIS, Kinship Care, Foster Care licensing, Initial Assessment and Ongoing for Child Protective Services preferred.
8. Demonstrate ability in motivational interviewing, trauma informed care, and strengths-based practices.
9. Ability to communicate orally and in writing with clients, Department personnel, attorneys, Judges, law enforcement, educators, clients' families, County Board Supervisors, state agency personnel, medical care providers, vendor representatives and the general public.
10. Ability to utilize and function within a team approach to management including working with people throughout the organization to implement changes and build a more effective organization.
11. Ability to exercise the judgement, decisiveness, and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.
12. Ability to cope with high stress and other unsafe conditions when exposed to environmental facts such as irate individuals, intimidation, potential violence and disease. Additional stressors include maintaining good working relationships with other departments, agencies and schools, etc. which work intimately with our client situations, community expectations and exposure, political climate, and ultimately the uncontrollability of client behavior resulting in complex case planning and management.
13. Ability to operate office equipment including personal computer, keyboard, photocopier, telephone, etc.
14. Possess a valid driver's license, have the ability to operate a motor vehicle, and maintain automobile liability insurance.
15. Certification as a Social Worker
16. Ability to maintain regular, consistent, and reliable attendance.

In evaluating candidates for this position, the County may consider a combination of education, training and experience which provides the necessary knowledge, skills and abilities to perform the duties of the position.

V. Physical Requirements

1. Ability to hear normal conversation
2. Ability to communicate orally in a clear manner

3. Requires the ability to coordinate eyes, hands, feet, and limbs in performing moderately coordinated movements. Ability to grasp and place objects.
4. Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment such as computer/laptop, other office machines, and materials used in performing essential functions.
5. Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighting 20 to 30 pounds, going up/down stairs.
6. The normal work environment for this position is in an office, but frequent travel is required to a variety of locations, including private homes. The employee is frequently required to bend, lift, twist, stretch, squat, sit, stand and walk.

The position description should not be interpreted as all-inclusive. The intention is to identify major responsibilities and requirements of this position. There may be requests to perform job-related responsibilities and tasks other than those stated on this description.

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