



JOB DESCRIPTION

JOB TITLE: Manager of Social Services

JOB CODE: 2750

DEPARTMENT: Community Services/Social Services

FLSA STATUS: Exempt

REPORTS TO: Director of Community Services

SUMMARY OF JOB PURPOSE

Plans, organizes and manages the operations and staff of the Social Services organization in assuring that effective and appropriate welfare, social services and community action programs are provided for County residents.

ESSENTIAL FUNCTIONS

1. Plans, organizes and manages, and monitors and controls operations, staff and programs of the Social Services work unit, including welfare, social services and community action programs; develops Social Services goals, strategies and plans; reviews and prioritizes performance and outcome goals; assesses quality and conformance to standards for cases, counselors and service providers.
2. Manages the development and administration of projects and programs to effectively and efficiently deliver quality social services to the County residents; analyzes community needs, and develops action plans to meet county priorities; interprets concerns, defines desired results, develops solutions, determines scope and priorities of programs and special projects.
3. Effectively manages department personnel by evaluating and analyzing department issues, recommends and implements solutions, prioritizes and assigns tasks and projects, reviews the work of assigned staff to assure the work quality and timely accomplishment of assigned duties and responsibilities; participates in the interview process and training of new employees; develops staff skills; listens and responds to employee problems, concerns, and complaints and suggests solutions that may rectify the situation; prepares performance evaluations, discusses performance with assigned staff, and counsels employees concerning performance improvements; assigns staff to trainings and continuing education opportunities.
4. Develops strategic partnerships with community representatives, external agencies, and other organizations to define and address social services issues facing the County; assists and interacts with County departments, support staff, outside organizations and advocates, and Federal, state and local social service providers and community organizations; conducts public outreach programs and coordinates discussions on social services issues; receives and reviews customer complaints and issues, and coordinates responses.
5. As needed, interviews clients during periods of high activity; determines the urgency and severity of risk, and recommends or takes appropriate actions; provides emergency response interventions as needed; determines clients' eligibility, and refers individuals to community agencies; coordinates multiple services as required; assists clients in accessing private and public services and resources; maintains case documentation for each client; maintains and enforces all aspects of confidentiality of client information; monitors compliance to government privacy standards and requirements; responds, investigates, and hears appeals from clients within the division; responds to after-hours emergent needs of clients or the community.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



JOB DESCRIPTION

Manager of Social Services

6. Manages grant programs and applications as required; monitors grant documents for accuracy and completeness; assures grant programs are in compliance with Federal, state and local policies, standards and requirements; facilitates grant audits and monitoring interviews.
7. Performs a wide range of general administrative duties; reviews and approves expenditures, reports, documentation, and time cards; updates and maintains files, records, and other documents; compiles data for management purposes, and prepares reports as required; interprets and explains Department policies, procedures, rules and regulations.
8. Analyzes social services trends, and evaluates program requirements and resource utilization; coordinates protocols to assure integrated services with other programs, departments and agencies; reviews and approves documents, clinical files and billing records for all programs; assures that appropriate services are provided.
9. Seeks and participates in continuing education opportunities regarding changes in mainstream services, new programs and resources, and changing trends in the welfare/social services arena.
10. Prepares and administers four annual revenue and expenditure budgets; assists the Community Health Nurse in the preparation and oversight of the Community Health Budget; prepares and presents annual reports and statistics to department director, Board of County Commissioners, grantors, and the community.

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.

EDUCATION and/or EXPERIENCE

Bachelor's Degree in Social Work, Business Administration, Public Administration, Social Sciences, or other closely related field, and three (3) year's public sector program management experience, including one (1) year supervisory experience; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities. Must be able to satisfy annual licensing requirements and maintain a clear criminal record.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; write reports, business correspondence, and procedure manuals; effectively present information and respond to questions from groups of managers, employees, and the general public.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference; apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions; interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



JOB DESCRIPTION

Manager of Social Services

abstract and concrete variables; use judgment to determine the most responsible way to apply very limited resources to unlimited requests for assistance.

OTHER KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of professional counseling and social work methods, practices and procedures; case management methods, practices and procedures for regional client population; local community resources and regional community services programs; underlying social, economic and physical factors facing client groups, and strategies to resolve core issues; protocols and practices in behavioral healthcare, and principles of psychotherapeutic techniques and procedures, including the Diagnostic and Statistical Manual (DSM-IV); principles and practices of legal, ethical and professional rules of conduct for social workers; state and Federal statutes, rules, ordinances, codes, and regulations related to Social services; principles of files and records management; leadership and management principles, practices and methods; project and grant management principles and techniques.

Ability to assess and prioritize multiple tasks, projects and demands; provide effective training and instruction to staff; demonstrate effective interpersonal relationships in bringing people together to solve problems.

Skills in scheduling and supervising staff, delegating tasks and authority, and coaching to improve staff performance; interpreting laws and regulations, making decisions, maintaining composure, and working effectively under deadlines; assessing and evaluating social problems, providing outreach and advocacy services, and making recommendations based on observations and interviews; performing complex casework services; understanding, interpreting and applying relevant statutes, ordinances, codes and regulations; evaluating and interpreting program results and performance outcome measures; analyzing problems, identifying solutions, recommending and implementing methods, procedures and techniques for resolution of issues; communicating with clients and mediating difficult situations; interacting with people of different social, economic, and ethnic backgrounds; manage and deescalate tense interactions with the general public under significant distress.

Intermediate to advanced proficiency level utilizing Microsoft Office applications including Excel, Access, PowerPoint, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License with an acceptable driving record; Nevada License to Practice Social Work (issued by the Board of Examiners of Nevada Social Work); current First Aid and CPR Certification.

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 stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



JOB DESCRIPTION

Manager of Social Services

WORKING ENVIRONMENT

Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; may work under stress of deadlines; works in close contact with members of the general public with varying degrees of intoxication/impairment, physical and/or mental illness and usually under stressful circumstances. Work may also be performed in the community or in the home of a county resident seeking assistance.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____ **DATE:** _____

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.