



Job Description

Position Title: Child Welfare/APS Supervisor

FLSA: Exempt

FLSA – This position's primary duty is the performance of office or non-manual work directly related to the management or general operations of the Human Services Department. The primary duties include the exercise of discretion and independent judgment with matters of significance.

Supervision Received

Works under the direct supervision of the Director of the Department of Human Services.

Supervision Exercised

Plans, assigns, and reviews the activities of case workers performing case management functions and recommends changes in practices and procedures to increase operating efficiency and expedite work flow. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

General Purpose

To directly manage Case Workers in our Adult Protective Services Division. The Adult Protection Supervisor will coach, lead and mentor staff as well as have responsibility for the development, planning and assignment of cases. They will demonstrate exemplary leadership, flexibility and have experience empowering staff and managing a diverse workforce. They will be able to set aside personal convictions when it's in the best interest of the child while showing a thorough understanding and dedication to the highest standards of practice.

Investigates allegations of mistreatment for at-risk adults 18 years of age and older, and provides ongoing case management services and coordinates resources and services with various community providers to include 24-hour scheduled on-call responsibilities in rotation with other casework staff. Perform professional case work services for Child Welfare cases and Adult Protective Services, including case management, counseling, referral, placement, and assessment/evaluation. This includes investigation, assessment, case management, service coordination and financial management for disabled and/or elderly adults at risk of abuse, neglect and exploitation

Provides intake and/or ongoing professional casework services to families where child abuse or neglect is present or suspected, to include 24-hours scheduled on-call responsibilities in rotation with other casework staff.

The following statements are illustrative of the duties and responsibilities of the position. Custer County retains the right to modify or change the duties and responsibilities of the position.

Essential Functions

Plans, assigns, and reviews the activities of case workers performing case management functions and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Participates in the development of long range and short-term plans and goals for the assigned area, establishes and/or monitors current methods and policies, and keeps management level personnel abreast of trends and issues in the field and in the department.

Screens cases initially to determine level of risk to individuals/families and eligibility for services/programs, assigns cases, meets with social case workers to discuss status of cases, problems encountered, basis for actions, and alternative solutions, reviews and discusses progress of cases and worker & reports, and provides technical guidance and direction in unusual and non-standard situations.

Trains case workers in social work techniques and methodologies, orients workers with appropriate laws, policies, regulations, and procedures, and ensures that work conforms to standards, regulations, and laws of state and federal agencies.

Builds and maintains effective relationships with public and private community based services providers and professional and community groups in order to exchange information, resolve concerns/complaints, and develop and maximize available resources.

Ensures that staff prepares comprehensive records, reports, and documentation that complies with state and federal standards and requirements.

Prepares, supports, and coaches staff who testifies in court proceedings and provide expert testimony.

Represents the department on a variety of committees and acts as a project lead on internal and external committees/groups.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

Minimum Qualifications

Minimum Education and Experience:

Graduation from an accredited college or university with a Bachelor's degree in Social Work or related behavioral sciences field (Psychology, Sociology, Counseling, or a related field) required or education waiver granted by Colorado Department of Human Services, as initiated by the local county DHS office.

In order to meet the educational requirements of a human behavioral science degree, the major course work (equivalent to 30 semester hours or 45 quarter hours) in either development of human behavior, child development, family intervention techniques, diagnostic measures or therapeutic techniques.

Three or more years of case practice experience in child welfare.

Current or past experience working with youth populations experiencing abuse/neglect and or delinquency matters.

Colorado "certified" caseworker, or successful completion of the CDHS Supervisor Academy required as soon as Academy scheduling permits

Active and valid Colorado driver's license required.

A Master's Degree is preferred.

Special Requirements

Successful completion of CDHS-mandated annual training required to maintain employment

Licensure and/pr Certifications

Active and valid Colorado driver's license required

Skills, Knowledge & Abilities

Knowledge of theories and principles of casework practice and adult protection.

Knowledge and understanding of Colorado Adult Services Code

Ability to communicate and work with professionals and clients from a variety of ethnic and cultural backgrounds

Ability to communicate clearly, professionally and effectively verbally and in writing

Ability to remain professional, analyze complex situations and respond appropriately under stress

Ability to work under pressure and/or frequent interruptions.

Knowledge of theories and principles of casework practice and adult protection

Knowledge of theories and principles of casework practice and child protection, theories of child development, parenting, attachment.

Knowledge and understanding of Colorado Children's Code

Knowledge and understanding of Colorado Adult Protection laws/statutes

Ability to communicate and work with professionals and clients from a variety of ethnic and cultural backgrounds

Ability to communicate clearly, professionally and effectively verbally and in writing.

Ability to remain professional, analyze complex situations and respond appropriately under stress.

Ability to work under pressure and/or frequent interruptions.

Excellent time management skills

Strong commitment to protecting vulnerable populations

Tools & Equipment

Personal computer, including word processing, spreadsheet, data base, email, and scheduling applications; printers, copy machine and fax machine; telephone and voice mail; audio and video monitoring and recording equipment; still and video cameras; automobile.

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.

Employee must be independently mobile, climb stairs, and able to operate personal and county-owned vehicles.

Employee frequently required to sit, talk, hear, see, and read; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; walk.

The employee must be able to lift and carry small children, and weights of at least 25 pounds (often more).

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 frequently required to sit, talk, and hear. The employee is frequently required to manipulate office and similar other equipment, tools and materials; and to participate in routine conversation in person or via telephone and to distinguish telephone, voice and other auditory tones. The employee is regularly required to conduct activities involving stooping, kneeling/bending, crouching, crawling, twisting, and reaching.

Specific vision abilities required by this job include the ability to distinguish objects in low and bright light using visual capacity including peripheral vision, depth perception, color vision, and far and near acuity to observe all elements of a given situation and the surrounding work environment.

The employee must be able to lift and carry small children, and weights of at least 25 pounds (often more).

Employee must be independently mobile, climb stairs, and able to operate personal and county-owned vehicles.

Cognitive Demands

English Language Comprehension:

Requires the ability to listen to, read, understand and communicate the English language so that others are able to understand. This must be done both orally and in writing, at the level appropriate for the position held.

Information Ordering:

Requires the ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules.

Memory:

Requires the ability to remember directions and processes for all essential duties; requires remembering facts; requires remembering the gist of past conversations, situations and events.

Attention:

Requires focus for long periods of time; concentration on details and thoroughness in completing work tasks; filtering out distractions, ignoring irrelevant information.

Deductive Reasoning:

Requires the ability to apply general rules to specific situations to produce results that make sense.

Problem Solving:

Requires the ability to tell when something is wrong or is likely to go wrong. Requires the ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Requires the ability to reflect on strategy, plan, adopt an approach, and change direction if not working.

Mathematical Reasoning:

Requires the ability to choose the right mathematical methods or formulas to solve a problem.

Active Learning:

Requires understanding the implications of new information for both current and future problem-solving and decision-making. Requires selecting and using training/instruction appropriate for the situation.

Time Management:

Requires employee to manage his/her own time and the time of others effectively so that tasks get done in an efficient manner and deadlines are met.

Cooperation:

Requires being dependable, willing to take on responsibilities and challenges, exerting maximum effort toward completing essential duties, persistent in problem solving, adaptable to change (positive or negative), honesty, and being pleasant to others.

Social Perceptiveness:

Requires being aware of others' reactions, and understanding why they react as they do.

Monitoring:

Requires assessing the performance of yourself, other individuals, and/or the organization to make improvements or take corrective action.

Work Environment

The work environment characteristics described herein are representative of those an employee may encounter while performing the essential functions of the job. The noise level in the work environment is usually moderately quiet.

Normally, indoors in a controlled office environment. Frequently, home visits or meetings off site are necessary. Moderate noise. Can come into contact with infectious waste during course of duties.

Elements of Contact

Personal contact with any individual of the public is normally an everyday occurrence. Hand-to-hand exchanges of documents, money, personal property and other items may be required. Face-to-face verbal communications between the member and an individual is often required. The member's anticipated contact with blood, body fluids, or other medical hazards are rare. The member should have adequate time to take precautionary and protective measures.

All job descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been included. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance however, should the duties, responsibilities and requirements be interpreted as all-inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.

In accordance with Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which may pose undue hardships on the organization.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the job change.

Employee Signature