

**ROWAN COUNTY
HUMAN RESOURCES
JOB DESCRIPTION**

Job Title: Social Work Supervisor II
Department: Social Services
Revised : August 2022

Class : Professional
FLSA : Exempt

This job description supersedes any prior description for the Social Work Supervisor II classification.

GENERAL DESCRIPTION

Intermediate level responsible supervisory work in the guidance and coordination of Income Maintenance Caseworker I positions serving Economic Services programs and Social Worker II positions serving Adult Services programs. The position must ensure timely and quality work that is consistent with law and policy in the involved programs and services which include Low-Income Energy Assistance Program, Low-Income Household Water Assistance Program, Crisis Intervention Program, Adult Day Care Services, In-Home Aide Services, and Special Assistance In-Home Services. The position also coordinates with other supervisors and managers in both Economic and Social Work Services Divisions to support the work of those divisions. Supervision is received from an administrative superior who reviews work through periodic conferences, reports, and performance evaluations.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Supervises Income Maintenance Caseworker I and Social Worker II level employees; holds conferences with social workers; provides training and program regulation training.

Assigns cases to staff and maintains workload balance and ensure adequate coverage; interprets new regulations, procedures, and other information for subordinates; counsels subordinates on their work; discusses problems with subordinates and assists them in resolving problems.

Implements changes in work procedures to meet program demands and presents recommendations to management which impacts programmatic goals, objectives, and policies.

Interviews applicants for positions supervised and makes recommendations to higher level management of hiring decisions; provides input on discussions concerning promotions and salary adjustments for individuals supervised; issues oral and written warnings for disciplinary actions; completes performance evaluations.

Identifies and develops community resources for activities, education, training, and supportive service areas; explains program policy to community agency providers and maintains ongoing consultation with community resources.

This position regularly utilizes NCFAST to oversee, complete, and support eligibility activities.

Utilizes various software programs, document management and case management systems, all of which are integrated into the daily work of the unit and the Department.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Extensive knowledge of the federal, state, and county laws, regulations, guidelines, and procedures involving activities supervised, including social work and economic services programs.

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Knowledge of methods and principles of casework supervision and training.

Considerable knowledge of social work principles, techniques, and practices and their application to specific casework and community problems.

Considerable knowledge of behavioral and socioeconomic problems and their treatment, governmental and private organizations, and community resources.

Ability to supervise, train, or orient lower-level social workers, students, interns, or other staff.

Ability to express ideas clearly and concisely and to plan and execute work effectively.

Demonstrate flexibility in response to frequent unexpected changes in circumstances, policies, procedures or other internal or external influence in the work environment.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse environmental conditions or hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Master of Social Work Degree from an accredited college or university and one year of directly related experience; or a Bachelor of Social Work Degree from an accredited college or university in and two years of directly related experience; or a Master's Degree from an accredited college or university in a human services field and two years of directly related experience; or four-year degree from an accredited college or university in a human services field and three years of directly related experience; or graduation from an accredited four-year college or university and four years of directly related experience. A valid driver's license may be required dependent upon the department assigned to and the specific job duties of the position.