

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Social Work Program Manager
Department: Social Services
Revised : January 2015

Class : Professional
FLSA: Exempt

This job description supersedes any prior description for the Social Work Program Manager classification.

GENERAL DESCRIPTION

Professional, supervisory, and managerial work over social work program divisions. Employee supervises the development, interpretation, and implementation of program standards and policies and provides input to higher level program administrators in problem solving activities. Supervision is exercised over Social Work Supervisor IIs and IIIs who are responsible for the day-to-day operation of work units or a program area. Employee manages work operation through considerable involvement with higher level management, program and administrative staff to ensure consistency in the planning evaluation, implementation and delivery of services. Supervision is received from the Social Work Program Administrator II who reviews work through program accomplishments, reports, informal interaction, and periodic conferences.

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.)

Manages the Children's Services Adoptions division including foster home placement and licensing, and an administrative support unit; manages Adult Protective Services, Guardianship, Adult Care Home Licensing, Adult Daycare, and In-home Aide.

Ensures that the performance of the programs supervised operate within State, Local, and Federal policies and standards; evaluates the effectiveness of these programs through consultation with State staff, informal reviews, and case reviews.

Complies programmatic data of child welfare operation

Reviews program objectives and service delivery needs by evaluating current operating procedures, assessing program needs, and establishing specific goals and objectives in accordance with State, Agency, and County policies, standards, and guidelines; evaluates the position of the agency in the community and the efficiency and effectiveness of programs.

Supervises directly the Social Work Supervisors who are responsible for the day-to-day operation of programs; holds regular conferences, consultations, monthly meetings, and informal discussions regarding program policies and standards.

Assists the Social Work Program Administrator II in the budgeting process; completes special projects as assigned.

Represents the agency on community committees.

Acts on behalf of the Program Administrator II in his/her absence.

Interviews applicants for positions supervised and makes hiring recommendations to the Social Work Program Administrator II and Department Director; evaluates job performance and completes performance appraisals on positions supervised; and participates in the disciplinary process through discussion with the Social Work Supervisors and gives input to the Program Administrator II and Department Director prior to any disciplinary action being taken.

Monitors the work of subordinate staff through review of reports, cases, conferences, and informal discussions; resolves employee complaints, problems, and grievances.

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Consults with subordinate supervisors on issues that impact on program goals, objectives, policies, and the delivery of services.

Ensures supervisors and social workers obtain the required training as mandated by the State and provides the necessary on-the-job training to staff hired.

OTHER JOB FUNCTIONS

Performs related duties as required.

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

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable 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 and knowledge of governmental, private organizational, and community resources.

Considerable knowledge of the laws, regulations, and policies which govern social work programs.

Skill in analyzing social services programs.

Skill in supervising, training, and orienting social workers and other support staff.

Skill in establishing and maintaining effective working relationships with staff from Federal, State, and local agencies as well as clients, public officials, the general public, and private service providers.

Ability to express ideas clearly and concisely in oral and written form.

Ability to plan and execute work effectively.

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 operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

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

MINIMUM EXPERIENCE AND TRAINING

Master's Degree from an accredited college or university in Social Work and three years of social work or counseling experience, two of which were in a supervisory capacity; or a Master's degree in a counseling field and four years of social work or counseling experience, two of which were in a supervisory capacity; or a Bachelor's degree in social work and four years of social work or counseling experience, two of which were in a supervisory capacity; or a Bachelor's degree in a human services field including at least 15 semester hours in courses related to social work or counseling and

five years of social work or counseling experience, two of which were in a supervisory capacity; or graduation from a four year college or university and six years of experience in rehabilitation counseling, pastoral counseling, or a related human services field providing experience in techniques of casework, group work, or community organization, two of which were in a supervisory capacity; or equivalent combination of education and experience.

**This job description does not create an employment contract,
implied or otherwise.**