



SOCIAL SERVICES SUPERVISOR JOB DESCRIPTION

Job Title: Social Services Supervisor

Job Class: 1738

Pay Grade: 123

Effective Date: July 2024

FLSA: Non-Exempt

Revision Date: July 2024

NATURE OF WORK

Under limited supervision, plans, coordinates, and supervises the operations and activities of the Public Health Social Services programs to provide a variety of community social services and health programs to Lewis County residents; assures compliance of program activities with State and Federal laws; and supervises assigned personnel.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Oversees and coordinates Social Services program operations including health outreach, education, assessment, housing, and training programs; reviews program reports and identifies community needs and health indicators; manages development of work plans for Social Services employees and special projects.
- Meets regularly with staff to offer technical advice and guidance; analyzes and evaluates issues and proposals; plans, prioritizes and assigns tasks and cases; identifies knowledge and performance gaps, and counsels; train and coach staff to meet performance goals and quality standards; monitors work and evaluates performance.
- Manages and directs the daily activities of the Social Services programs through appropriate managerial support and work supervision; assures program staff implements standards of Social Services programs in compliance with all State and Federal laws and other grant program standards.
- Plans and monitors Social Services programs and evaluates service delivery; provides guidance on professional responsibilities and technical skills; responds to community concerns and complaints; assures program activities comply with all State and Federal laws, policies, regulations and goals.
- Analyzes trends, and evaluates program requirements, community concerns and resource utilization; coordinates services with other programs, departments and agencies to develop plans to address Social Services issues. Develops and monitors budget for programs and services; assures that appropriate services are provided; compiles and analyzes a variety of reports and operational statistics; coordinates information and assures effective communications between programs and other agencies.
- Develops and monitors grant programs, budgets and contracts; writes grant applications, monitors grant program activities, and assures compliance with program standards and performance guidelines.
- Assures client record systems meet state laws, grant requirements, and quality assurance standards.
- Participates on public health emergency response teams as needed.

- Serves as information source and liaison between the County and various community and advocacy groups, advisory boards and state and regional organizations; conducts presentations and training programs to communicate the Social Services programs to other organizations in the community.
- Assists in the preparation and maintenance in a variety of grant records, reports, and documentation.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and in the community; subject to sitting and standing for extended periods of time, bending, reaching, crouching, and lifting of objects up to 25 pounds.

EMPLOYMENT STANDARDS:

Associates Degree in Public Health, Public Administration, Social Work, or related science field; AND three (3) year's professional experience in public health/social services programs; OR an equivalent combination of education, training and experience.

A valid Driver's License is required.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures.
- Washington State Department of Social and Health Services, and Division of Alcohol and Substance Abuse policies, procedures and reporting standards for grant funded programs.
- Community resources and public health programs for appropriate referrals.
- Techniques of investigating and researching social services problems and conditions.
- Social services research and statistical evaluation principles and methods.
- Principles of record keeping and records management.
- Customer service and public relations methods and practices.
- Federal, State and County laws, codes, rules and regulations related to social services programs.
- Supervisory principles, practices, and methods.
- Ability to communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships.

Skills in:

- Assessing, analyzing, and identifying problems, and recommending effective solutions.
- Supervising staff, delegating tasks and ensuring performance standards. Problem solving skills.
- Developing social services assessments and evaluating program practices.
- Data collection and analysis and proposing appropriate recommendations.
- Assessing and prioritizing multiple tasks, projects and demands.
- Grant project management including data collection, analysis, reporting and evaluation.

- Developing social services assessments and evaluating program practices.
- Establishing and maintaining effective working relationships with co-workers, other County employees and representatives from other City, County, State and Federal agencies.
- Effective verbal and written communication.
- Supervising, leading, and delegating tasks and authority.