

CHEYENNE COUNTY

POSITION TITLE: Human Service Casework Supervisor

DATE: March 1, 2019

RESPONSIBLE TO: Board of County Commissioners

SUMMARY OF POSITION:

This is an administrative position that requires supervision of the overall functions of the casework services. The duties listed below are representative of this position, but do not necessarily include all duties that an individual in this position may be properly called upon to perform.

ESSENTIAL JOB FUNCTIONS:

- Direct, coordinate, enhance and evaluate the job performance of the casework staff
- Accountable for quantity and quality of the work produced
- Assess for safety and take action to secure safety
- Assess risk, needs and strengths of children and families
- Obtain appropriate resources for children and their families
- Placement decision making
- Appropriate response timeframes
- Assess youth in conflict
- Perform special projects and research reports as required
- Use a vehicle to perform one or more essential functions
- Operate in a professional and ethical manner
- Working knowledge of programs and services offered by the department and understand rules and regulations
- Review case management for compliance, methods, general conclusions, results and accuracy
- Develop case plans, conduct home visits and organize services
- Testify in Court on cases and make recommendations to the Courts on cases
- Prepare reports and forms for appropriate documentation of case plans, recommendations, contacts and assessments for file

JOB REQUIREMENTS

Position requires a thorough knowledge of the theories, principles and concepts of social casework related to all of the assigned program areas. Position requires knowledge of medical symptoms related to injury and the laws dealing with child abuse, neglect and other dependency conditions. Knowledge of the problems of the elderly, physically disabled, mentally and emotionally challenged, alcoholism, drug addiction and senility. Position requires knowledge and skills in interviewing techniques, crisis intervention methods and relevant treatment options. Knowledge of community resources, agency rules, regulations and procedures related to assigned program areas. Ability to independently analyze complex situations, formulate plans and make quick decisions as needed to ensure safety and well being of children and at risk adults. Position must be able to clearly and concisely communicate good both verbally and in written format, able to establish and maintain professional relationships with other employees, outside agencies and the public and able to testify effectively in court hearings.

OTHER RESPONSIBILITIES:

Perform other job-related duties as required subject to policy determination of the Board of County Commissioners.

DIFFICULTY OF WORK:

Work requires the ability to perform under extreme pressures and time constraints. Flexibility in job performance is critical. Position must be able to handle possible hostile clients, staff and community members at large. Work is performed on a variety of cases, which may have similar and dissimilar problems. Each case may be substantially difficult and often involve complex family relationships. Position independently evaluates the case and develops a case plan. Position is expected to deal with unusual and/or difficult cases when they arise with appropriate assistance. Position involves improving individual and family functioning and potentially avoiding the need for intervention of other community agencies. Errors in judgment such as assessing the need for protection can result in injury or death of a client and resulting in litigation against the agency.

QUALIFICATIONS, EDUCATION, TRAINING AND EXPERIENCE LEVEL:

Education: Bachelor's degree with a major in a human behavioral sciences field from an accredited institution, a degree with 30 semester hours, or 45 quarter hours, of course work in development of human behavior, child development, family intervention techniques, diagnostic measures or therapeutic techniques such as social work, psychology, sociology, guidance and counseling, and/or child development; and,

Experience: Three (3) years of professional casework, case management, or human services experience in a public or private human services agency; or

Education: A master's degree or higher in social work or human behavioral sciences field (as described above pursuant to the Colorado Department of Human Services Policies); and,

Experience: Two (2) years of professional casework, case management, or human services experience in a public or private human services agency.

The minimum education and experience requirements may change at the discretion of the Colorado Department of Human Services.

LICENSES AND CERTIFICATIONS:

- Valid driver's license
- Certification in Social Casework and Social Casework Supervision

TECHNICAL SKILLS:

- Ability to use computers & software systems
- Ability to use telephones, fax machines & copy machines
- Availability for emergency call-in
- Willing and able to follow directions and adhere to policy
- Ability to work with other staff, independently and efficiently
- Professionalism and confidentiality
- Ability to read and interpret documents
- Good communication skills, both oral and written
- Ability to multitask and be flexible
- Ability to follow verbal and written instructions
- Organized work, setting priorities and follow-up on assignments
- Define problems, collect data, establish facts, draw valid conclusions and implement appropriate solutions

WORKING ENVIRONMENT AND MENTAL/PHYSICAL REQUIREMENTS:

Work may involve considerable travel in order to make home visits, respond to emergency on-call situations and to visit foster parents or children in placement. Work may involve exposure to unsanitary households and threats by individuals. Paperwork is mostly completed in a small office setting shared with other staff members and department. Normal office noises/distractions

possible. There may be travel to and from meetings and trainings that could involve unexpected weather conditions.

ORGANIZATIONAL RELATIONSHIPS:

Position is responsible to the Board of County Commissioners.

COMMUNICATIONS:

Courteous and effective working relationships with Board of County Commissioners, citizens of Cheyenne County, multiple State and Federal agencies, multiple County and Regional agencies, as well as staff and other County employees. Work requires contact with legal, medical, psychiatric professionals, members of the judicial system, foster parents and resource organizations for the purpose of developing effective treatment plans for clients and to help clients solve problems and to educate the community about protection of the clients and services available.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT.

Nothing in this job description restricts Cheyenne County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the County's current assignment of essential functions. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate by the County.

I, _____ have read the above job description for the Cheyenne County Human Services Casework Supervisor. To the best of my knowledge, I am able to perform all duties of the job as described.

Employee

Date

Chairman

Date