

COMMUNITY SERVICES SUPERVISOR

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: Social Services

REPORTS TO: Social Services Supervisor

CLASS SUMMARY

Supervises staff who provide transportation and other services to clients in order to help them maintain self-sufficiency.

DISTINGUISHING CHARACTERISTICS

The Community Services Supervisor is the second level of a two level community services series. The Community Services Supervisor is distinguished from the Community Services Assistant by its full supervisory authority.

TYPICAL CLASS ESSENTIAL DUTIES

- Supervises two or more full-time employees to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and making hiring, termination, and disciplinary recommendations.
- Reviews client case files with assigned social workers to determine individual client and family needs and resolve any conflicts between staff and clients.
- Schedules and conducts home visits to determine individual client needs to include addressing the length of time and level of program services that clients receive and terminating the receipt of services when clients no longer meet eligibility requirements.
- Prepares administrative reports and records detailing department and staff activities as mandated by County, State, and Federal regulations.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Does not apply.

KNOWLEDGE AND SKILLS

Knowledge of:

- County and community resources;
- Federal, state, and County mandates for in-home services;
- Applicable children and adult protective service laws;
- Community service principles;
- Employee management principles;
- Human development, childhood and later stages;
- Family dynamics;
- Crisis intervention.

COMMUNITY SERVICES SUPERVISOR

Skill in:

- Analyzing information/data and making decisions;
- Organizing and handling multiple tasks simultaneously;
- Using a computer and related software programs;
- Using general office equipment;
- Working under pressure;
- Preparing formal documents and reports;
- Monitoring and evaluating employees;
- Teaching and training employees;
- Motivating personnel;
- Interviewing clients;
- Listening and understanding clients;
- Driving a car;
- Managing aggressive or hostile behavior;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma (GED) and two years of related nursing assistant experience; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATION

- North Carolina Driver's License;
- Certified Nursing Assistant.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires standing, walking, fingering, talking, hearing, seeing, and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

May be subjected to travel.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E11/99