



THIEF RIVER FALLS, MINNESOTA 56701

## **Social Services Supervisor**

Pennington County is seeking candidates for the position of Social Services Supervisor. This full-time position is responsible for supervising the operations, budget, and staff engaged in the social service programs of the department and assuring compliance with relevant Federal, State, and County laws, rules, statutes, and regulations.

Qualified applicants must possess a bachelor's or master's degree in Social Work, Sociology, Psychology, or a closely related field and 4+ years of experience as a social worker.

Pennington County offers an excellent benefit package, including health and life insurance and retirement pension. This position features a salary range of \$67,787.20 - \$87,692.80.

Applicants must apply to and be determined eligible for employment by the Minnesota Merit System. Applicants may complete a Minnesota Merit System on-line application at; <http://agency.governmentjobs.com/mnmeritsystem/default.cfm>. The Minnesota Merit System will accept applications for this position until 12:00 p.m. on May 14, 2021.

For additional information contact: Julie Sjostrand, Human Services Director, PO Box 340, Thief River Falls, MN 56701, Telephone: (218) 681-2880 ext. 227, or email: [jasjostrand@co.pennington.mn.us](mailto:jasjostrand@co.pennington.mn.us)

***PENNINGTON COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER***

**"Equal Opportunity Employer"**

## POSITION DESCRIPTION PENNINGTON COUNTY

### SECTION I: GENERAL INFORMATION

<b>Position Title:</b> Social Services Supervisor	<b>Department:</b> Human Services
<b>Immediate Supervisor's Position Title:</b> Human Services Director	<b>FLSA Status:</b> Exempt
<b>Job Summary:</b>  Under the direction of the Human Services Director, the Social Services Supervisor is responsible for supervising the operations and staff engaged in delivering social service programs, casework, services, budgets and procedures in the areas of child protective services, child welfare, adult protective services, mental health case management, developmental disabilities, chemical dependency, child care services, adult services, and all licensing programs; supervising the implementation, assessment and interpretation of county/state/federal human service programs, statutes, laws, rules or guidelines.	

### SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

<ul style="list-style-type: none"> <li>• Plans, analyzes and assesses agency programs to assure client needs are being met through agency programs, services and staff capabilities. 25%             <ul style="list-style-type: none"> <li>a) Monitors work to ensure laws, regulations, and policies are being complied with and agency efficiency is being maintained.</li> <li>b) Implements quality control and review procedures and practices to assure staff conform to social service program standards, regulations and requirements.</li> <li>c) Makes recommendations in contracting with service providers through the assessment of client need, evaluating department and staff capabilities and conferring with the Human Services Director.</li> <li>d) Observe and monitors agency operations, confers with administrative staff, evaluates and makes recommendations to County Board on the development and/or modification of agency policies/procedures.</li> <li>e) Assists in the development and writing of social service plans.</li> </ul> </li> <li>• Supervises the activities of social service unit personnel. 25%             <ul style="list-style-type: none"> <li>a) Evaluates and monitors individual performance of staff.</li> <li>b) Assigns, prioritizes and monitors job duties.</li> <li>c) Directs, instructs, and provides input, and interprets rules and regulations to staff regarding programs, specific cases and overall responsibilities.</li> <li>d) Initiates and recommends all personnel actions to the Director of Human Services.</li> <li>e) Coordinates and supervises the maintenance of social service records, files and recordkeeping procedures.</li> <li>f) Advises, provides information and informs staff regarding human service programs, legislative changes or changes in rules, laws or guidelines impacting unit programs and/or the delivery of services.</li> <li>g) Assists in the recruitment, hiring and training of new staff.</li> <li>h) Reviews case records and holds individual and group conferences with unit staff to ensure proper practices are followed or to facilitate the enhancement of casework methods.</li> </ul> </li> </ul>
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- Serves as a member on the Administrative Team and covers for other administrative/supervisor staff in their absence. Daily 15%
  - a) Discuss and provide for ongoing staff development and the assessment of training needs, training resources, planning and presentation of in-house training.
  - b) Plans and makes recommendations regarding budget needs and requirements.
  - c) Tracks social service program funds and grants.
  - d) Oversee and monitor expenses through the Pennington County DD and CCT Waiver tracking system.
  - e) Assists the Director in providing justification for budget deviations to County Board.
  - f) Prepares and provides statistical information, reports, or data on programs and service activities to the Human Services Committee or County Board.
  - g) Coordinates the Agency's Social Service Information System.
  
- Conducts a variety of public relations and public information services. 15%
  - a) Develops and maintains relationships within the community, other service providers and entities outside of Pennington County.
  - b) Provides education to community members regarding social service programs and requirements.
  - c) Interacts with and negotiates with service providers, tribal representatives and other county representatives.
  - d) Coordinates and oversees the placement prevention screening team.
  - e) Serves on the Family Services Collaborative and mental Health Local Advisory Committees.
  - f) Attends regional and statewide meetings and training seminars pertaining to social service programming.
  - g) Identifies and participates in efforts to maximize state and federal revenue generating programs.
  
- Mediates, resolves, and or makes recommendations concerning conflicts, client issues, or service related issues within the unit. 10%
  - a) Interviews clients when special problems or conflicts arise.
  - b) Addresses concerns, grievances, and takes appropriate actions or makes recommendations to resolve client issues.
  - c) Responds to emergency situations, as needed, to properly address safety issues of children or vulnerable adults.
  - d) Keeps informed of laws, rules and regulations pertaining to the compliance and delivery of social service programs.
  
- Performs other duties of a comparable level or type, as required.
  - a) Keeps abreast of changing development, trends and technologies in areas of expertise and responsibilities.
  - b) Attends conferences, seminars, regional meetings and services on various professional organizations.
  - c) Serves on various committees or represents the Director in their absence.
  - d) Assumes special projects at the direction of the Director of Human Services.



**SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS**

<p><b>EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:</b></p>			
<p><b>REQUIRED EDUCATION/TRAINING (choose one)</b></p>		<p><b>DEGREE INFORMATION:</b> Type of degree: (B.S., M.A., etc.)</p>	
<p>less than high school diploma</p>		<p>BA/BS/MA</p>	
<p>High school diploma or GED.</p>		<p>Major field of study or degree emphasis:</p>	
<p>1 year college</p>		<p>2 years college</p>	<p>Social Work, Sociology, Psychology or related field</p>
<p>3 years college</p>	<p>x</p>	<p>4 years college</p>	
<p>1st year graduate level</p>		<p><b>Essential knowledge and specialized subject knowledge required to perform the essential functions of the job:</b></p>	
<p>2nd year graduate level</p>		<ul style="list-style-type: none"> <li>• Knowledge of the principles, theories, trends, best practices and techniques of social work/psychology.</li> <li>• Knowledge of social service agency goals, objectives, policies and organizational structure.</li> <li>• Knowledge of data privacy, HIPPA and confidentiality.</li> <li>• Fundamentals of budgeting, funding sources and general accounting/reporting requirements.</li> <li>• Knowledge of the fundamentals of supervision and management (e.g. County HR policies, Merit System rules, labor agreements, etc.)</li> <li>• Knowledge of laws, regulations, statutes, rules or guidelines impacting social service unit programs and operational requirements.</li> <li>• Knowledge of community resources, providers and other resources within the community in areas of program responsibility.</li> <li>• Knowledge of general office procedures, computer operations, computer software and specialized applications used within the agency.</li> </ul>	
<p><b>EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:</b></p>			
<p><b>Required Work Experience in Addition to Formal Education/Training:</b> Minimum of 4 years' experience as a social worker; delivery of human services and social work programs and services.</p>			
<p><b>LICENSE/ CERTIFICATION</b></p>		<p><b>Identify licenses/certification required:</b> Requires a valid driver's in the State of MN.</p>	



<b>ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK</b>	<p><b>Skilled in:</b></p> <ul style="list-style-type: none"> <li>• Oral and written communications.</li> <li>• Techniques, methods and approaches of social work and human services case management.</li> <li>• Establishing and maintaining effective working relationships with employees, other supervisors, department heads, officials, service providers and the public.</li> <li>• Interpreting regulations, laws, rules, statutes and/or policies relevant to social service programs/operations/services.</li> <li>• Delegating, supervising, monitoring and evaluating the performance of program staff involved in the delivery of social service and mental health programs.</li> <li>• Operating and using computers and agency applications and programs.</li> <li>• Negotiating, recommending and administering budgets and provider agreements/contracts.</li> <li>• Public relations activities, persuasion, mediation and conflict resolution.</li> <li>• Assisting in analyzing, evaluating, planning and implementing new programs, services or initiatives.</li> <li>• Oversees and coordinating the preparation of required local, state or federal reports for social service programs.</li> <li>• Collaborating with, sharing and working with other managers within the department in coordinating services, developing plans, and achieving objectives of the department.</li> <li>• Monitoring and evaluating the compliance and delivery of services in compliance with department, county, state or other laws, rules, or requirements</li> </ul>
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<b>RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS</b>	
<b>Titles of Positions Directly Supervised</b>	<b># of Employees</b>
Social Workers	7
<b>TOTAL</b>	<b>7</b>

<b>INDIRECT SUPERVISION:</b>	
<b>Number of employees indirectly supervised:</b>	<b>Total:</b>

<p><b>HAZARDOUS WORKING CONDITIONS:</b> <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i></p>	<p><b>Unusual or hazardous working conditions related to performance of duties:</b>  Duties of the position involve some travel and nature of the work does involve frequent interactions with staff, clients and the public which can involve dealing with irate public, addressing complaints, resolving conflicts/disagreements with individuals who may be angry, upset, or occasionally threatening.</p>
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<b>PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities</b>				
<b>Employee is required to:</b>	<b>Never</b>	<b>1-33% Occasionally</b>	<b>34-66% Frequently</b>	<b>66-100% Continuously</b>
<b>Stand</b>		x		
<b>Walk</b>		x		
<b>Sit</b>			x	
<b>Use hands dexterously (use fingers to handle, feel)</b>			x	
<b>Reach with hands and arms</b>			x	
<b>Climb or balance</b>	x			
<b>Stoop/kneel/crouch or crawl</b>	x			
<b>Talk or hear</b>				x
<b>Taste or smell</b>	x			
<b>Physical (Lift &amp; carry): up to 10 pounds</b>		x		
<b>up to 25 pounds</b>	x			
<b>up to 50 pounds</b>	x			
<b>up to 75 pounds</b>	x			
<b>up to 100 pounds</b>	x			
<b>more than 100 pounds</b>	x			

**PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities**

**Physical requirements associated with the position can be best summarized as follows:**

**Sedentary Work:**  
Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

**SECTION IV: CLASSIFICATION HISTORY AND APPROVAL**

**This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.**

\_\_\_\_\_ **Department Head's Signature** \_\_\_\_\_ **Date**

**Classification History:**  
Prepared 8/2011 by BCC; revised by Pennington County 05/2019.