

SOCIAL SERVICES PROGRAM MANAGER

GRADE 40

FLSA Status: Exempt

GENERAL DEFINITION OF WORK:

Performs difficult professional and administrative work overseeing development and daily administration of assigned social services programs; does related work as required. Work is performed under general supervision. Supervision is exercised over all division personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Managing and directing assigned social service programs; identifying needs; developing and implementing social service programs; maintaining records and files; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Supervises, directs and evaluates assigned staff; processes employee concerns/problems; counsels, disciplines and completes employee performance appraisals; conducts interviews; makes hiring recommendations; conducts/coordinates training activities.
- Coordinates daily work activities; organizes, prioritizes and assigns work; monitors status of work in progress and inspects completed work; consults with assigned staff, assists with complex/problem situations; provides technical expertise.
- Manages and supervises development and administration of social service programs such as Foster Care, Adoption, Child Protective Services, Adult Protective Services, Adult Services and Benefits, Family and Children Benefits and Fraud; reviews and evaluates the effectiveness of programs/services; creates data collection systems and analyzes data; maintains statistical data relating to programs; defines outcomes/results of programs/services; identifies needs and develops resources; recommends policy/procedural changes and implements changes as needed; prepares regular/special reports; develops and implements new program areas; writes new County initiatives and creates policies/procedures.
- Reviews and evaluates monitoring reports provided by senior staff on compliance and timeliness; reviews reports/correspondence from regional/state levels and evaluates implications for agency.
- Interprets programs and policies to other agencies; establishes best practices for implementation of policy; interprets state policy and statutes accurately to ensure provision of appropriate services to the community; conducts research of specific laws and policies as appropriate.
- Manages integrated work teams for Benefit and Service programs; guides teams in setting goals/objectives; monitors and evaluates client flow and services; evaluates individual and family service plans.
- Assists with direct client casework in particularly sensitive, volatile, or complex cases; provides casework counseling, casework intervention, and crisis intervention to clients; supervises and approves the removal of children from families; provides transition supervision to children returning from residential placements to home.
- Prepares specific budget requests for funding for programs and staff; writes justifications; researches spending and case trends and analyzes data; monitors budgets for specific programs; reviews and authorizes payments.
- Oversees development of grant applications; writes grant applications; oversees grants and related budgets.
- Serves as staff at disaster shelters; assists in coordinating shelter operations during emergency situations.

KNOWLEDGE, SKILLS AND ABILITIES:

Comprehensive knowledge of principles and methods of social service administration; comprehensive knowledge of human behavior essential to working effectively with individuals and groups; comprehensive knowledge of current social, economic and health programs; comprehensive knowledge of federal, state and local social service policies and programs and the laws on which they are based; ability to plan, organize and direct a large staff of professional and nonprofessional employees; ability to analyze complex data and develop comprehensive courses of action; ability to express complex ideas effectively orally and in writing; ability to establish and maintain effective working relationships with County officials, associates community agencies, various community officials and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education equivalent to graduation from an accredited college or university with major course work in Social Welfare Administration and extensive experience in a social services agency including considerable supervisory experience.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, reaching, standing, walking, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.